

Customer Complaints Policy

How can I comment or make a complaint?

At Empire, we work really hard to ensure your experience is an excellent one. Every step of the way we welcome your comments regarding the service you received, good or bad. We also like to hear from you if a particular member of Empire has provided you with a level of service above and beyond your expectations, or not, as the case maybe!

As a rule, we don't make mistakes or receive complaints. When either situation arises we are on the case and the matter is resolved without delay. We are totally confident that any complaint you may have will be dealt with promptly and to your satisfaction.

✓ Our Aim

Customer complaints are dealt with seriously, impartially and responded to promptly.

When a complaint is received we will acknowledge receipt of the complaint, via email, by Close of business and seek to resolve the issue within 24 hours. Complex cases may require input from several sources and complaints of this nature we aim to resolve within five working days.

✓ How to go about it

Firstly, contact the person via email who originally dealt with your order explaining the nature of the complaint. They will explain their actions or the actions of another Empire member as there may be a logical explanation not immediately obvious. If you don't feel your complaint has been dealt with to your satisfaction call our office and ask to speak to a director who will be happy to discuss further the nature of your complaint and provide a written explanation detailing what went wrong and what changes have taken place to avoid a similar mistake.

✓ Taking it further

After you receive your response you still feel your complaint has not been dealt with satisfactorily you can direct your complaint to one of the following organisations who will offer advice as to the next step in the complaint's process.

- www.glazingombudsman.com
- www.trustmark.org.uk
- www.ggf.org.uk

Empire are members of the above organisations and committed to high standards of customer care and service in the unlikely event things go wrong.

✓ Why Complain?

We don't like complaints, but if a problem is not brought to our attention, we can't fix it. It may be a reoccurring problem and we just don't realise or we may have a rotter in our midst, only a complaint will bring a problem to light.

Whatever the problem, however slight, it will not be allowed to grow and we will see to it!

Your complaints help us to help you, so please, if you feel the need, COMPLAIN!

