



Unit 21, Barton Industrial Estate
Faldo Road, Barton-Le-Clay
Bedfordshire MK45 4RP

Kingsbourne windows and doors complaints handling procedure

Telephone: (01582) 505431

Fax: (01582) 505436

Please be aware all complaints will need to be logged and or sent in by letter or email, preferably with kingsbournes contract number (this makes ordering parts easier) and cuts down on site visits, it helps us resolve the situation quicker (please explain this to a customer when requesting this)

1

When the complaint has been logged please pass a copy of the service call request to the installation manager (Dave Albone)

2

Dave will order any parts required and give these a service call number (this number must be on all parts requested as our reference as well as the customer's name)

3

When the parts are delivered as per usual all delivery notes go to Dave who will inspect the parts and then book the service call with the engineer .(please when pressed tell the customer the days we go to their area so they can then have some indication of a day)ee Dave or vinny for the area days if not sure.

4

When you call the customer please only give am or pm times we cannot give exact times even when pressed.

Confirm the time on the service call request form and put this in vinnies folder and a copy in Daves folder.

5

When vinnie attends site and the service call is complete the customer must sign the form to say they are happy.

6

If any outstanding issues are noted Dave must be informed. site photos of the problem must accompany the original service call request. ANY new parts must be ordered and then the process will be followed from item 2 down

7

any parts where a credit is due will need to be put in the holding bay/shelf

8



When the call is completed please put the original service call request into the folder so we can monitor any on going issues .

9

Please make sure all customers get the maintenance booklet when the original installation is done and also on all service calls .

Customers unhappy with installation

If a customer who is currently having their windows / doors etc fitted or recently had them fitted (up to 4 weeks)and they are not happy with what has been installed please take a detailed description of why they are not happy and inform the original sales person and Steve lane the sales director .

Steve will call to find out why they are not happy and will decide on the following

A is the job supplied and fitted as per the contract?

B do they feel the salesman mislead them? if so how?

C is the product to a standard they think is acceptable if not why ?

D none of the above

We will deal with the above problems the following way

A if it is as they have signed for ie designs colour of hardware, correct locking etc then no further action is needed, Steve has discretion to make slight tweaks ie change obscurity of glass if not obscure as they thought (a small charge will need to be requested and applied if excessive)

B if they feel this then the salesman and Steve will visit the customer. from this visit Steve will action any points need actioning and can, if he feels necessary claim some of this cost from the salesman. If they haven't been misleading Steve will put this in a letter to them clarifying why (within 5 days from their visit)

Our aim is to keep customers happy.

C If they have a problem with the product a site visit from Dave will be required who will inspect and raise a service call request if necessary.

Please note when or if these happen they take priority over service calls preferably with the original fitters returning to site (follow service call procedure) resolved within 5 working days MAXIMUM

D should a customer have complaint not in the category above such as plants trodden on rubbish not removed please inform Steve or Dave and the original installers will return to site to rectify the situation with the customer (they must make an appointment) a follow up call from the installation manager must be made to make sure they are happy with the returning visit.

Our aim is to get all service calls and customer complaints resolved in 5 working days ,this allows us to order most products in and book fitters etc but please use the term usually within 5 working days so that we don't mislead the customer or give them unrealistic expectations .we don't want to upset them twice as at times it may take a day or two longer due to some product lead times (tough glass,door panels etc)

Please sign to say you have read these actions and keep a copy for your reference and give a copy to Steve for the files .if there is ANYTHING you don't understand ASK .

Signed

..... Print name

Date

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