

Goldsmith Global Corporation Limited T/As Glazing Masters

COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times when our customers may not be completely satisfied.

To ensure we can put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the work, please inspect the work to ensure everything has been conducted to our usual high standards.

In the unlikely event, there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problem as soon as possible. Either call us on 01279 216211, or write to us at Misty House, Ryes Lane, Hatfield Heath, Bishop's Stortford, Hertfordshire, CM22 7BP or email us at info@glazingmasters.co.uk We aim to respond within 3 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.