



Complaints Policy

Introduction

ADW-Group (NW) Limited strive to not only provide a high-quality service, but also to provide a high level of aftercare to all our customers, but unfortunately sometimes things can go wrong. If you feel that we have not upheld these standards, please let us know.

Making a Complaint

We treat complaints with priority. We endeavour to resolve any problem promptly and will do everything we can to come to a satisfactory conclusion, as quickly as possible. Any concerns you may have relating to goods supplied, quality of the install or overall service, will be investigated fully and all complaints will be handled in an efficient, fair and confidential manner.

Ways to make a complaint by:

- **Post:**
ADW Group (NW) Limited
Unique House
Shed Street
Colne
BB8 8AH
- **Telephone:**
0330 055 9452
- **Email:**
Management@adw-group.co.uk

Timeline overview

Stage	Actions	Timescale
Acknowledgement	We confirm receipt of your complaint and assign a case handler.	Within 2 working days
Investigation	We review documentation, speak with the relevant parties, and inspect any photos provided.	5–10 working days
Proposed Solution	We will contact you with a formal resolution plan, which may include a site visit.	Within 8 weeks

The five steps of our complaints handling process:

Step 1: Acknowledging your complaint

We'll write to you to acknowledge your complaint within 2 working days of receiving it.

Step 2: Investigating your complaint

It is important it is that we resolve this quickly for you, but to ensure we reach a fair outcome, we'll need to carry out a thorough investigation, which can take time.

We will assess the details thoroughly, fairly and impartially to reach a decision and to help with the investigation we may need to contact you to ask for additional information.

If you feel you're in a vulnerable position, for example you're facing severe ill health or changes in your circumstances and or you need assistance with accessibility i.e. you may need an appointee to work with us on your behalf to complete the investigation **please let us know at the earliest opportunity so we can progress the investigation appropriately.**

Step 3: Keeping you updated on our progress

Our aim is to reach a conclusion within 4 weeks of receiving your complaint, but this will depend on the complexity of your case. If we've not resolved your complaint by this time we'll ensure you're kept updated on the progress of our investigation with an aim to provide a final response no later than 8 weeks from your complaint being first logged.

Step 5: Informing you of our decision

We will always inform you of our decision in a final response letter. This letter will detail all our findings and the rationale behind our decision. We'll always attempt to inform you of our decision over the phone, if possible, too.

If your complaint hasn't been resolved within 8 weeks from the date of receipt, we'll provide you with a written update on the progress of our investigation, explaining why we're not yet able to provide you with our final response.

Complaints relating to purchase on finance

Our first aim is to resolve all complaints. However, if your **complaint relates to a purchase on finance** and if you are not satisfied after receiving our final response or on how we are **progressing your complaint at any point you have the right to escalate to the Lender** who will investigate your complaint and provide a Final Response Letter within eight weeks from your registering your complaint with the lender.

If you are not satisfied with the Lender's Final Response or if eight weeks have passed and you have not received a Lender Final Response you have the **right to refer to your complaint to the Financial Ombudsman Service (FOS).**

The Financial Ombudsman Service

If 8 weeks have passed since you initially raised your complaint with us and the Lender or you're not happy with the Lender's final response, you may refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service was set up by law to give most consumers a free, independent service for resolving disputes with financial firms.

Please note that if you've got a complaint, you should always contact us and, or the Lender first. The Ombudsman will only consider your case once you've attempted to resolve it directly with us and the Lender first.

You've got a period of 6 months to refer your complaint to the Ombudsman. This starts from the date of the final response letter that the Lender sends to you.

Here are the contact details of the Financial Ombudsman Service:

- **Post:**
The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
- **Telephone:**
0800 023 4567 or 0300 123 9123
- **Email:**
complaint.info@financial-ombudsman.org.uk
- **Website:**
www.financial-ombudsman.org.uk