



We work harder 

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Bristol
BS49 5AA

Sales (01934) 877666

Web www.mendipconservatories.co.uk

Email sales@mendipconservatories.co.uk

Complaints Procedure

At Mendip Conservatory & Window Centre Ltd we strive to provide a first class service to all our customers. However, there may be an occasion when you are not happy with the service you have received.

If you have a complaint ...

- In the first instance, if you wish to complain about any aspect of our service please speak to a member of staff who will do their utmost to resolve your issue either directly, or will put you in touch with someone who can help
- If you are still dissatisfied please write to us at the address above (by email or post) and we will respond to you within ten working days or advise if the response is going to take longer.
- We will try to put things right first time, however, if you are dissatisfied with the way your complaint is handled, you can contact our Competent Person Scheme provider, CERTASS. You may apply to CERTASS for an independent investigation of your complaint. Please write to Certass Ltd, 37 Carrick Street, Ayr KA7 1NS quoting **16-5687** (our membership number)



CERTASS

