



DJ NEWMAN JOINERY LTD

COMPLAINTS PROCEDURE

DJ Newman Joinery Ltd. is committed to providing high-quality joinery products which meet the standards our customers expect of us and we expect of ourselves.

We make every effort to ensure that everything we manufacture is produced fit for purpose, to the satisfaction of you, our customer, or your representative, on time, and to the price agreed. Similarly, we strive to ensure that joinery items which we install are fitted to the highest standards.

If you are dissatisfied with the product or the service that we have supplied, please let us know and we will try to the best of our ability to find a mutually acceptable solution.

If a query or complaint is received, it will be referred to one of the company's directors who will contact you directly to clarify the details. If appropriate or necessary, an arrangement for an inspection visit will be made. If we conclude that we are in some way responsible for the problem that has arisen, we undertake to rectify it in a mutually agreeable manner as soon as possible.

If further advice or assistance is required, or if it is agreed that an independent view is required, we may seek the opinion of the Technical Department of the British Woodworking Federation.

We aim to respond initially to any query or complaint within 10 working days. We hope to agree any remedial action which may be required within 10 working days of the inspection.

If you remain dissatisfied, please send us an email detailing the reasons for your dissatisfaction. This matter will become an item for investigation and review by the Board of Directors. We keep a written record of all such complaints and review them from time to time in to ensure that problems do not recur.

If you are a domestic customer for whom we have fabricated and installed joinery products under the CERTASS scheme and you feel that we have not properly dealt with your complaint, you may apply to the Competent Person Scheme below of which we are a member. They will carry out an independent investigation of your complaint. Please contact them by 'phone, email or post using the contact details below:

Competent Person Scheme Details:

Certass Ltd
PO Box 26332
Ayr, KA7 9BJ
01292 292099
info@certass.co.uk

Dated: 27 April 2021