



Showroom & Head Office:
Unit 12
22a Pennybridge Industrial Estate
Ballymena
BT42 3HB
Tel: 028 2564 2588
www.wilsonsfireplaces.com

Complaints Policy and Procedure

Our aim: Wilsons (Ballymena) Limited t/a Wilsons Fireplaces ("Wilson's Fireplaces") is committed to providing a quality service for its customers. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and partners, and in particular by responding positively to complaints, and do our best to respond as quickly as possible and put matters right if we can.

At Wilsons Fireplaces we recognise that a customer will be expressing their dissatisfaction and we define this in this way:

Complaint – This is where the customer is dissatisfied with the way in which their product was sold or described to them.

Claim – This is dissatisfaction with the product or fitting of that product.

Therefore, we aim to ensure that:

- Making a complaint or claim is as easy as possible;
- We treat a complaint or claim as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint or claim has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Wilson's Fireplaces defines a complaint or claim as 'any expression of dissatisfaction Wilson's Fireplaces, with a member of staff, or with a business partner that relates to Wilson's Fireplaces and that requires a formal response'. The formal complaints procedure is intended to ensure that all complaints and claims are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Wilson's Fireplaces responsibility will be to:

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing to Wilson's Fireplaces Head Office or using the Warranty & Aftersales service form on the website (www.wilsonsfireplaces.com) within 4 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff in Wilson's Fireplaces;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Wilson's Fireplaces a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond the Control of Wilson's Fireplaces.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Retailer maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Formal Complaints Procedure

In the first instance, if you are unable to resolve the issue informally, you should write or email to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns a member of Wilsons Fireplaces staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 28 working days.

You can contact us to complain by any of the following means:

Phone: 02825642588

Email: edward@wilsonsfireplaces.com

Address: Wilsons Fireplaces, Unit 12, 22a Pennybridge Industrial Estate, Ballymena, BT42 3HP

If your complaint relates to your finance agreement

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider Novuna. Novuna will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

What to do if you can't reach an agreement

If you are not satisfied with Novuna's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of Novuna's final response letter to you.

Contact the Financial Ombudsman Service

By post: Financial Ombudsman Service Exchange Tower London E14 9SR

By phone: 0300 123 9 123

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk