



FENSA

COMPLAINTS PROCEDURE FOR HOMEOWNERS

We hope you will not have to use this process. However, we recognise that sometimes things go wrong. This document explains how we will deal with any complaints regarding non compliance with the Building Regulations that you may have about a replacement window/door installation carried out by a FENSA Registered Business.

1. If you have reason to believe that your replacement window/door installation carried out by a FENSA Registered Business does not comply with the Building Regulations, please raise your complaint to the company at the earliest possible opportunity. We advise that you speak to someone in authority who is authorised to make decisions within the business.
2. If you are not satisfied with the response or the resolution offered by the business you should complain formally by emailing or writing to the business. Explain why you believe the work carried out does not comply with the Building Regulations and why you think your complaint has not been resolved. We would advise you to ask the company to acknowledge receipt within 3 working days and respond to the problem within 15 working days. Please keep a copy of your letter and any replies.

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3. We expect the company to deal with your complaint to your satisfaction, but if it remains unsolved and you have exhausted the company's own complaints procedure, please write to FENSA Ltd with details of why you believe the installation does not comply with the Building Regulations. Include photographs and any surveyors reports if available and any forms of documentation that proves what you have done so far to try to resolve it with the company and attach copies of all correspondence. FENSA would normally expect companies to be allowed up to 8 weeks to resolve any issues. We will acknowledge your correspondence within 3 working days.
4. If from the information received FENSA Ltd have reason to believe that there is a breach of Building Regulations, we will investigate your complaint with the company and try to arrive at a solution.
5. If a solution is not found within a further 15 working days FENSA will then advise the company that an inspection will be carried out, which will be arranged directly with you. Once arranged the company will also be informed to allow them to be on site if they wish to be present during the inspection.
6. If a failure of the Building Regulations is found, an inspection variation notice will be issued to the company who will be responsible for carrying out the necessary work to bring the installation up to the requirements of the Building Regulations. When completed FENSA will then re-inspect to ensure compliance.
7. If the company fails to put matters right FENSA will suspend the company's registration until such time as the work is completed. If the company continues to fail to respond to the inspection variation notice, FENSA will expel the company from the Scheme and advise you on how to proceed.

FENSA Limited

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Registered office as above. Registered in England no 3058561

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