

## Safestyle Complaint Procedure

If you have a complaint we want to know as soon as possible to help us put things right promptly. Just contact our Customer Engagement Team with your details and a description of your problem. We are here for you Monday to Friday from 9.00am – 5.00pm.

**Call us:** 0800 083 0107

**Email us:** SafestyleCustomerEngagement@Safestyle.co.uk

**Write to us:** Safestyle  
Customer Engagement Team  
Liberator Road  
Norwich  
NR6 6EU

### However you contact us, we will:

- Send you an acknowledgement to let you know we've received your complaint within 5 working days
- Let you know which department will be investigating your complaint
- Ensure all relevant follow up actions are taken
- Keep you informed of progress
- Provide you with our intended resolution within twelve weeks or provide an explanation as to why this isn't possible

It is important that you provide the following information:

- Your name, address, email address and contact telephone number
- Any order or other reference number you have where applicable
- Any relevant photographs of the issue if possible and applicable

ASHI Group Limited are members of the Glass and Glazing Federation and if you are not satisfied with the outcome you may ask them to look into your complaint. You should contact them within 6 months of our final response with an overview of your complaint and a copy of your contract.

### You can contact The Glass and Glazing Federation:

**In writing:** The Glass and Glazing Federation  
40 Rushworth Street  
London  
SE1 0RB

**By telephone:** 0207 939 9101

**By email:** [complaints@ggf.org.uk](mailto:complaints@ggf.org.uk)

**Website:** <https://www.ggf.org.uk/complaints-service/>

As a GGF member ASHI Group Limited is also TGAS registered (The Glazing Arbitration Scheme).

Where your complaint relates to a financial services matter it will be forwarded to our compliance department. Please see overleaf for full details.

## Financial Services Complaints Procedure

All financial services complaints will be investigated and overseen by our Compliance Department.

### The Compliance Department will:

- Acknowledge your complaint
- Carry out a thorough and impartial investigation
- Do everything we can to resolve things as quickly as possible
- Provide a written response within 8 weeks of receiving your complaint, informing you of the results of our investigation or explain why this is not possible

If you are not satisfied with the outcome of our investigation you may be entitled to refer your complaint to the Financial Ombudsman Service.

### The Financial Ombudsman Service

The Financial Ombudsman Service exists to help resolve certain complaints when we have not been able to resolve your complaint to your satisfaction. The scheme is entirely free to use.

You should contact the Financial Ombudsman Service within 6 months from the date of our written response. They will also look into your complaint if we have not provided you with a written response within 8 weeks of receiving your complaint.

### You can contact the Financial Ombudsman Service:

**In writing:** The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**By telephone:** 0800 023 4567

**By email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)