



Complaints Policy and Procedure

Our aim:

Marathon Window Company Limited is committed to providing a quality service for its customers and partners working in an open and accountable way that builds the trust and respect of all our stakeholders. 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.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint 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 learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognize 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 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.

Marathon Window Company Limited defines a complaint as 'any expression of dissatisfaction (with Marathon Window Company Limited, with a member of staff, or with a business partner) that relates to Shermin Finance Limited and that requires a formal response'.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.



Marathon Window Company Limited 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 Marathon Window Company Limited attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff in Marathon Window Company Limited;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Marathon Window Company Limited a reasonable time to deal with the matter;
- Recognize that some circumstances may be beyond Marathon Window Company Limited control.

Responsibility for Action: All Staff of Marathon Window Company Limited.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Marathon Window Company Limited 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.

Monitoring and Reporting: Marathon Window Company Limited will produce annually an anonymized report of complaints made and their resolution.



Formal Complaints Procedure

Stage 1

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 Marathon Window Company Limited 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 calling 01372 740706 or email info@marathonwindows.co.uk or in writing to:

26 Upper High Street, Epsom, Surrey, KT17 4QJ.

Final Stage

Financial Ombudsman Service

The Financial Ombudsman Service provides a free, independent service for clients to solve disputes with not for profit debt advice providers.

The Financial Ombudsman Service will only step in once a company has had the opportunity to investigate matters, so please contact us first.

If you are not satisfied with our final response or if eight weeks have passed since you first let us know about your concerns, you can ask the Financial Ombudsman to review your complaint. You must do this within 6-months of the date of our final response letter.

Contact the Financial Ombudsman Service

By post:

Financial Ombudsman Service
Exchange Tower
London E14 9SR

By phone:

0800 0 234 567 – free for people phoning from a 'fixed' line (e.g. a landline at home)
0300 123 9 123 – free for mobile phone users who pay a monthly charge for calls to numbers starting 01 and 02.

By email:

complaint.info@financial-ombudsman.org.uk

Website:

www.financial-ombudsman.org.uk