

Complaints Procedure

Glowing Stoves

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to HETAS.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint by email within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This may require a visit to the customer's property to inspect our work and review any faults which have been stated.
3. Within three days of the meeting, James Perry will email you to confirm what took place and any solutions he has agreed with you.
4. If you do not want a meeting or it is not possible, James Perry will email you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 7 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for [another partner ...or... someone unconnected with the matter at the firm ...or, for a sole practitioner: to review James Perry's suggestions ...or... appropriate alternative such as review by another HETAS stove installer] to review the decision.
6. We will email you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact HETAS at

BACS Details

Account Name: Glowing Stoves - Account No: - Sort:

Tel: 07791 180193 - Email: Info@glowingstoves.co.uk - Web: www.glowingstoves.co.uk



Glowing Stoves

3 Ruishton Lane Cottages, Taunton TA3 5JR
Mobile: 07791 180193 - Telephone: 01823 442778

HETAS Ltd

Severn House

Unit 5 Newtown Trading Estate

Green Lane

Tewkesbury

Gloucestershire

GL20 8HD

Tel: 01684 278170

E: info@hetas.co.uk

If you have any questions, please do not hesitate to call.

Kind Regards

James Perry

Director Glowing Stoves

Tel: 07791 180 193

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