

Complaints Policy and Procedure

Clear communication. Fair investigation. Responsible resolution.

EFFECTIVE DATE	NEXT SCHEDULED REVIEW
21 October 2026	21 October 2027
POLICY OWNER	DOCUMENT STATUS
Complaints Manager	Version 2.0

Our commitment

We aim to provide a professional, reliable service. If something goes wrong, we want to hear about it so we can investigate, put matters right where appropriate and improve our service.

We handle complaints fairly, promptly and without charge. Making a complaint will not affect your right to fair treatment or your statutory rights.

This procedure covers our sales, installations, aftercare and credit-broking activities.

How to complain

You can complain by telephone, email or post. You do not need to use a particular form or put your complaint in writing.

Complaints Manager: Fiaz Anjum

Email: info@workworkltd.com

Telephone: 020 8902 7290

Postal address: Complaints Manager, Work Work Limited, Comer Business & Innovations Centres, Oakleigh Road South, London, N11 1GN.

Information that helps us

Please provide, where available:

- Your name and preferred contact details.
- The installation address or quotation, contract or finance reference.
- What happened and when.
- How the issue has affected you.
- What you would like us to do to resolve it.
- Any relevant correspondence or supporting information.

If you do not have all these details, please contact us anyway.

Support with your complaint

Please tell us if you need additional help, an accessible format or a particular method of communication. We will discuss reasonable adjustments with you.

You may appoint someone to act on your behalf. We may request your permission before sharing personal information with them.

How we handle complaints

Your complaint will be referred promptly to our Complaints Manager or an appropriate senior manager. Where the complaint concerns the person who would normally investigate it, another appropriate manager will handle it.

We will:

- Record your complaint and acknowledge it promptly.
- Explain who is handling it and what happens next.
- Seek clarification where needed.
- Investigate fairly, considering the relevant records and evidence.
- Keep you informed of progress and explain any delays.
- Give you a clear explanation of our findings and any proposed remedy.

Where we identify a mistake, we will explain the action we propose to take and the expected timescale.

Installation, workmanship and service complaints

We aim to resolve concerns as quickly as possible. Some complaints may require a site visit, technical assessment or information from a supplier or installer. We will explain these steps and keep you updated.

Where an applicable consumer code, certification scheme or warranty sets specific complaint-handling requirements, we will follow those requirements.

If we cannot resolve your complaint, we will explain any relevant independent dispute-resolution route, including the appropriate consumer-code, certification or warranty body where your installation is covered. We will provide the relevant contact details and explain how to escalate the matter.

Finance and credit-broking complaints

Work Work Limited is authorised and regulated by the Financial Conduct Authority, firm reference number **718931**. We act as a **credit broker, not a lender**.

For complaints covered by the FCA's complaints-handling rules:

Where we resolve your complaint quickly

If we resolve your complaint to your satisfaction by the close of the third business day following receipt, we will send a written summary resolution communication. This will explain that we consider the complaint resolved and set out any right you have to refer it to the Financial Ombudsman Service.

Where further investigation is needed

We will acknowledge your complaint promptly in writing and keep you informed.

Within eight weeks of receiving your complaint, we will send either:

- A final written response explaining our decision, reasons and any proposed remedy; or
- A written explanation of why we cannot yet provide a final response, when we expect to do so and your right to approach the Financial Ombudsman Service where eligible.

Our final response will include the applicable Financial Ombudsman Service information and explanatory leaflet.

Complaints concerning another finance business

If another business is responsible for all or part of your complaint, we will explain this. Where appropriate, we will forward the relevant complaint promptly and tell you which business is handling it. We will remain responsible for investigating any part relating to our own activities.

Financial Ombudsman Service

If you are an eligible complainant and your complaint falls within its jurisdiction, you may refer it to the Financial Ombudsman Service free of charge if you are dissatisfied with our final response or have not received a final response within eight weeks.

You normally need to refer your complaint within **six months of the date of our final response or summary resolution communication**. Other eligibility and time-limit rules may apply; the Financial Ombudsman Service can explain these.

Website: www.financial-ombudsman.org.uk

Telephone: 0800 023 4567

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

The Financial Ombudsman Service deals with eligible financial-services complaints. Installation or workmanship complaints may need a different escalation route, which we will explain where relevant.

Records and service improvement

We keep complaint records securely in accordance with applicable regulatory requirements and our Privacy Policy.

We review complaints to identify recurring problems, improve our processes and consider whether other customers may have been affected.

Policy review

We review this policy at least annually and sooner where relevant regulatory requirements, contact details or business arrangements change.

This version takes effect on 21 October 2026, with the next scheduled review on 21 October 2027. You can request a copy free of charge using the contact details above.