



**Norfolk Broads Exteriors Ltd**  
**Complaints Procedure**

If you have a complaint we'd like to hear from you as soon as possible so we can look to put it right.

**You can contact us by:**

- **Website:** [www.norfolkbroadsexteriors.co.uk](http://www.norfolkbroadsexteriors.co.uk) – you can find our Complaints Procedure here or can chat to us via our chat services (please be aware there may be a delay when using the Chat service)
- **Telephone:** Call us on 01603 367848, we're available Monday to Friday from 9.00am to 5.00pm.
- **Email:** Email us on [info@nbe.ltd](mailto:info@nbe.ltd)
- **Letter:** Write to us at - Norfolk Broads Exteriors Ltd  
Unit 1  
Hellesdon Park Industrial Estate  
Norwich  
NR6 5DR

Please provide as much information that you can about the complaint, as this will help us investigate and provide a response as quick as possible. Please include:

- Your name, address, email address and contact telephone number
- Your contract reference number, if known
- Any photographs of the issue, if possible.
- If you have a preference for how you'd like us to respond (email, telephone or letter), please include this.

**Once you've contacted us, we will:**

- If we are unable to resolve your complaint within 5 working days, we will send you an acknowledgment letter or email confirming we are working on your complaint.
- Provide you with updates of the complaint, when relevant.
- Provide you with an outcome of the complaint within 12 weeks or provide an explanation as to why this isn't possible.

We aim to investigate and resolve your complaint as quickly as possible. However, in certain circumstances this may not be possible. If that's the case, we'll keep you informed on a regular basis. If you require an update, please call us on the contact number above and we'll be happy to discuss the complaints progress with you.