

Complaints Procedure

How We're Here to Help at West Yorkshire Doors LTD.

At WY Garage Doors Ltd, the quality of your experience is our top priority. While we strive to deliver only the best in both our products and our customer service, we understand that sometimes things may not go as planned. Should you have any concerns or find yourself dissatisfied with any aspect of our service, please don't hesitate to bring it to our attention. Your feedback is invaluable, and we are committed to resolving your concerns promptly, transparently, and with genuine care.

How to Submit a Complaint

1. **Initial Contact:** We encourage you to contact our Customer Service team as soon as you encounter an issue. You can reach us by phone, email, or written letter — whichever method is most convenient for you. Please provide as much information as possible, such as your order number, the date of purchase, and a detailed description of the problem. If you have photographs or supporting documents, including them can help us understand your situation more clearly and expedite our response.
2. **Acknowledgement:** Upon receiving your complaint, we will acknowledge it within seven working days. At this stage, we will assign you a unique reference number for your case, which you can use for any future correspondence. Our team will outline the next steps and give you an estimated timeline for the resolution process, so you know exactly what to expect.
3. **Investigation:** Your complaint will be thoroughly investigated by a dedicated member of our team. This process may involve reviewing order records, consulting with relevant departments, or, if necessary, arranging an inspection of the product or service in question. If we require any additional information or clarification from you, we will reach out promptly. Throughout the investigation, our goal is to keep you informed about our progress and any developments.
4. **Resolution:** We strive to resolve all complaints within 14 working days wherever possible. Once our investigation is complete, we will contact you to share our findings and present you with a fair and appropriate solution. This may include a replacement, repair, refund, or another remedy tailored to your specific situation. We will clearly explain the reasons for our decision and the steps involved in putting things right.
5. **Escalation:** If you are not fully satisfied with the outcome or the way your complaint was handled, you are welcome to request an internal review by a senior manager. Our leadership team will carefully reconsider your case, ensuring all aspects have been thoroughly addressed and that you have been treated with fairness and respect.

If You'd Like Further Help

If, after completing our internal complaints process, you remain dissatisfied, you may seek further guidance from independent organisations such as Citizens Advice or approach the relevant ombudsman or regulatory authority for impartial assistance. We will always provide you with details of these avenues upon request, should you wish to explore them.



West Yorkshire Doors LTD
CRN: 17265182

We sincerely value your feedback and appreciate any opportunity to improve. Each complaint helps us learn and grow, ensuring we can deliver the best possible service to you and all our customers. Thank you for allowing us the chance to make things right.