

What to do if your issue isn't resolved

If you've followed our internal customer complaints procedure and you're not satisfied with the outcome, your complaint can be investigated through an approved ADR Scheme (Alternative Dispute Resolution). These regulatory bodies are independent to Glen Dimplex Heating & Ventilation (GDHV) and you'll not be charged for making a complaint. Please note this service is only available to consumers.

Glen Dimplex Heating & Ventilation is a member of the Dispute Resolution Ombudsman (DRO).

Prior to making a complaint to the Dispute Resolution Ombudsman, a period of 3 months should have passed to allow GDHV the opportunity to resolve your initial complaint. You will not be able to open a case with DRO until either 3 months have passed, or we have set out our final position in writing; this is often referred to as a 'deadlock letter' or 'Final Resolution letter'

Alternative Dispute Resolution

GDHV is a registered full member of the [Dispute Resolution Ombudsman](#).

The Furniture & Dispute Resolution Ombudsman is approved by the government to provide alternative dispute resolution services, ensuring that you have complete peace of mind when buying products and services from us.



Telephone: 0333 241 3209

In Writing:

Premier House
First Floor
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD

Email: info@disputeresolutionombudsman.org

Online Dispute Resolution

Please note that for disputes that arise as a result of an online purchase on any of the below sites you may also submit your complaint to the EU Online Dispute Resolution (ODR) platform via their website at [//ec.europa.eu/odr](https://ec.europa.eu/odr). You must ensure that at least 8 weeks have passed since you raised your complaint, or you have received a deadlock/final resolution letter from Glen Dimplex Heating & Ventilation.

www.dimplex.co.uk

www.credaheating.co.uk

www.redring.co.uk

www.xpelair.co.uk