

### **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.



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