Your feedback is greatly appreciated to help us improve our services. At Viglen, we are aware that we do not always get things right and would like to know when we have not met our customers’ expectations. We also like to hear when a member of staff has gone above and beyond to help you with your query.

We have internal processes in place to deal with complaints and compliments, allowing us to learn from both our mistakes and our successes.

**How to send feedback**
You can send feedback to Viglen in the following ways:

**Verbally**
You can speak to any member of the Viglen team to register your comment, complaint or compliment. Your details and information will then be passed to the Service Desk Manager.

To speak to the Customer Care team directly please call 01727 201 810.

**In Writing**
You can also put your feedback in writing by email, letter or fax.

**Email:** customer.care@viglen.co.uk

**Fax:** 01727 201 818

**Postal Address:**
7 Handley Page Way,
Old Parkbury Lane,
Colney Street,
St. Albans,
Hertfordshire,
AL2 2DQ