



## Complaints

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.

When complaints are logged these are dealt with in the same way by the Customer Care Manager who will follow the Viglen Complaint Process to enable us to rectify the issue and to ensure that the same does not reoccur.

### How to make a complaint?

You can make a complaint with Viglen in a number of ways:-

#### 1. Verbally

You can speak to any member of the Viglen team to register your complaint, the member of staff will then pass your details and information to the Customer Care manager. To log a complaint now please call our Customer Care Team on 01727 201 810.

#### 2. In Writing

You can also put your complaint in writing to any member of the Viglen team either by email, letter or fax please see below for contact details:

Email: [customer.care@viglen.co.uk](mailto:customer.care@viglen.co.uk)

Fax Number: 01727 201 818

Address: 7 Handley Page Way

Old Parkbury lane

Colney Street

St Albans

Hertfordshire

St Albans

AL2 2DQ