

# Conciliation Scheme

For domestic consumers who are unable to resolve a complaint directly with a GGF Member Company



Insist on GGF Protection



Glass and Glazing Federation

**Always use a current GGF Member.**  
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visit [www.ggf.org.uk/directory](http://www.ggf.org.uk/directory)

# The Glass & Glazing Federation (GGF) offers a free conciliation service to customers of GGF Member companies

## What is the Conciliation Scheme?

The Conciliation Scheme is a confidential correspondence based process that exists to ensure all Member Companies fulfil their agreed obligations to that customer.

GGF members who carry out work on behalf of domestic customers must have a written complaints procedure which should be used to resolve any complaint arising between them and their customer. If, having exhausted the company's internal complaints handling procedure, dissatisfaction remains the GGF's conciliation scheme may be invoked.

## Why should I consider conciliation?

The GGF are independent and impartial. Our overriding principle is to ensure Members meet their contractual responsibilities to their customers. We endeavour to keep all parties informed so as to create a situation whereby a mutually agreed solution to an existing dispute is reached.

## The Conciliation Process - Stage 1

In the first instance you should write to the Conciliation Manager (address at the end of this leaflet) outlining your complaint. You should enclose a copy of both sides of your contract and any other related documentation. In the rare event that you have no written contract, you will be expected to provide letters or an invoice to support your complaint. An up to date defects list is requested and this should detail all faults that you consider to be outstanding. This information will be assessed to ensure that the complaint falls within the remit of the Conciliation Scheme.

It should be noted that there are three main issues with which the GGF are unable to assist. These are:

- 1 Compensation** - because we have no mandate to impose such a solution
- 2 Condensation** - because this is a naturally occurring phenomenon (except where it appears between the panes of glass) For information on condensation, the GGF leaflet "Condensation Some Causes, Some Advice" is available for purchase
- 3 Litigation** - because we are an independent third party

All parties will be kept informed of progress by way of written correspondence.

The Consumer will receive a letter detailing what actions the GGF are taking. A letter and customer file will be sent to the Member Company involved and asked what actions they have taken and/or intend to take.

The GGF expect a response to be received within certain prescribed timeframes and where this is not the case with a Member Company, a reminder will be sent instructing them to deal with the matter. If the consumer fails to respond to correspondence, then a reminder letter may be sent stating that if they fail to respond, the matter shall be considered to have been resolved to their satisfaction.

This process has a very high success rate and issues are usually resolved without the need for expensive litigation, benefitting the consumer and GGF Member companies.

## The Conciliation Process - Stage 2

In the rare cases that this does not work and a Member Company fails to deal with the matter through conciliation, there is a Consumer Arbitration Scheme provided through The Chartered Institute of Arbitrators for the GGF and this may be considered by the Conciliation Manager.

## What about confidentiality?

Details of the complaint and any resolution found are to be treated as confidential between all parties to the complaint and the GGF.

## How do I request conciliation?

If you have raised your concerns with the Member Company in writing and they have not addressed the issues for you, please write to the Conciliation Manager at:

Conciliation Manager  
The Glass & Glazing Federation  
40 Rushworth Street,  
London SE1 0RB

Tel: 020 7939 9101  
Fax: 020 7357 7458  
Email: [info@ggf.org.uk](mailto:info@ggf.org.uk)

[www.ggf.org.uk](http://www.ggf.org.uk)

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