

# DGCOS helps thousands of consumers...

“ I am staggered by the speedy response by the DGCOS. I cannot praise highly enough the efforts of DGCOS in coming up with a solution to a complex problem. If it wasn't for the efforts of the DGCOS I would have had to pay £1000s to rectify what was a major problem with my conservatory. DGCOS did more than we could have ever expected and we are eternally grateful to DGCOS for all the help and assistance we have received. I would recommend everybody use a DGCOS member then if you are, like me left with problems you have someone on your side to help you. ”  
Gordon Cooper



Mr & Mrs Cooper

“ We experienced problems with our conservatory roof and there was dampness showing on the wall. The person at DGCOS was very helpful and really understood our situation. It's great to know that there is someone you can turn to in the event of a problem. It just gives me the peace of mind that there are organisations out there like DGCOS that are on your side and want to help. ”  
Anthony Kent



Anthony Kent

“ I would like to offer my wholehearted support for DGCOS, it contains all of the safeguards that the consumer desperately needs from the Double Glazing and Conservatory industry, which currently is not there. The DGCOS in my opinion is needed desperately, to at last protect the rights of the consumer. ”  
Alexander John Prescott



Bryan Noon

“ I wish to thank the DGCOS for being instrumental in sorting out a problem with my Double Glazed Front Door. DGCOS liaised direct with the door supplier who consequently repaired the door to my satisfaction. Without DGCOS intervention, I doubt I would have been able to achieve either! ”  
Bryan Noon

“ Quite by chance, I discovered the DGCOS, and I am so glad I did! I now have my nice new windows, and am really happy with the result. I have already recommended DGCOS to other people and will continue to do so. Thank you DGCOS for making the whole 'double-glazing' experience so much easier. ”  
Paula Best

“ I am very pleased with the service we have received from DGCOS. They have been extremely helpful and have taken the initiative and not left me in the lurch. It's very reassuring that DGCOS exists to help the general public in the event of a problem. I can only sing the praises of DGCOS and would recommend consumers ask their installer if they are a member of DGCOS. It just gives you the security and fallback if a company goes out of business. ”  
Andrew Gledhill



Andrew Gledhill

“ DGCOS has shown a true appetite to resolve my problem and as a consumer it is reassuring to know that there is someone we can turn to for any help or advice. DGCOS gives me peace of mind that if a problem does occur I can contact them to resolve it. It should be compulsory for installers to join DGCOS so consumers are protected and fully covered. ”  
Graham Corristine



Graham Corristine

# 10 Point Consumer Checklist

The Top 10 Questions Consumers should ask (before placing an order): -

- 1 Ask the installer which trade bodies they belong to and get proof of membership.
- 2 Double check with the trade body to verify membership (at the same time verifying recommendation no. 9 below)
- 3 Ask for a copy of the installer's guarantee before placing your order.
- 4 Ask the installer if an Insurance Backed Guarantee (IBG) is offered or included in the price.
- 5 Ask to see the installer's Contract and Terms & Conditions before placing an order. Ask the installer to explain any terms you don't understand.
- 6 If you are asked to pay a deposit check:
  - If the installer provides deposit protection insurance.
  - How much of the deposit is covered under the insurance.
  - If you will need to notify/register your deposit with the insurance provider and if so within what timescales.
  - If there is a time limit on the deposit protection and also the time limit on making a claim i.e. how long does the cover last for?
- 7 Ask the installer which insurer provides the IBG and ask to see a sample policy.
- 8 Contact the IBG provider and check:
  - If you have to apply for the policy and by what date.
  - If you need to send a satisfaction slip back and by when.
  - If the installer has to register the customer's details with the insurance provider.
  - If the IBG pays out regardless of how the installer ceases to trade
  - If the IBG pays out even if the consumer paid by credit card or bought on finance
  - If there's an excess charge when you make a claim on an IBG.
- 9 Contact the trade organisations and check:
  - How they can help the consumer in the event of a dispute and if there are any costs involved.
  - If an inspection service and report is available should a dispute arise (and how much it costs).
  - If the inspection report finds in the consumer's favour how they can enforce this.
  - If there is a dispute resolution service which is binding on the installer (and how much it costs).
  - How they support a consumer in the event of the installer not complying with any decisions.
  - Is their website and/or marketing literature up to date and accurate?
  - Do they provide additional protection that you should know about? Ask to see where that is specified.
- 10 Always ask for a written guarantee on completion from the installer with the terms and period of cover clearly stated. If your guarantee doesn't arrive within a week or two of your project being completed you may need to chase the installer.

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E: [info@dgcoss.org.uk](mailto:info@dgcoss.org.uk)  
[www.dgcoss.org.uk](http://www.dgcoss.org.uk)



The Double Glazing & Conservatory Quality Assurance Ombudsman Scheme is a Company Limited by Guarantee.  
Registered Address: Astley House, 29 Queens Road, Chorley, Lancashire, PR7 1JU. Registered in England (Company Number 5860672).



**dgcoss**  
Double Glazing & Conservatory  
Quality Assurance  
Ombudsman Scheme

Why you should always use a DGCOS member

- Double Glazing
- Conservatories
- Windows & Doors
- Orangeries
- Fascias & Soffits
- Roofline





# Protect Your Investment By Using A DGCOS Installer

# Consumer Protection At Its Best!



# Check You Are Protected!



“I think it’s vitally important that consumers protect themselves.”

Nick Ross (DGCOS Ambassador)

## What Is DGCOS?

## Who Are Ombudsman Services & What Do They Do?

The Double Glazing & Conservatory Ombudsman Scheme (DGCOS) is a consumer protection organisation covering the installation of Double Glazing or associated products. DGCOS ensure that consumers are dealt with professionally, courteously and sympathetically. Any products installed by DGCOS members must be fit for purpose, installed professionally and come with comprehensive guarantees which are covered by specialist insurance providing consumers with a high level of protection.

DGCOS also believes that consumers should have **FREE** access to robust dispute resolution and therefore provides consumers with **FREE** Mediation, **FREE** Independent Inspections to assist with installation or product malfunctions (at DGCOS discretion) and **FREE** access to an independent Ombudsman to help resolve any issues that may arise.

To that end, the DGCOS Scheme Rules & Code of Practice is a stringent set of rules that members must adhere to at all times in their dealings with consumers.

The Scheme’s ambassador is Nick Ross (former BBC Watchdog & Crimewatch presenter).



Lewis Shand Smith, Chief Ombudsman

DGCOS has appointed Ombudsman Services to investigate and resolve any disputes between DGCOS members and their customers that may not have been resolved at an earlier stage.

Ombudsman Services are the UK’s leading independent multisector ombudsman and are approved by the appropriate regulatory bodies to provide redress schemes. Ombudsman Services provide independent dispute resolution and run national, private sector ombudsman schemes including the communications, energy, property, copyright licensing sectors and the Green Deal. Ombudsman Services currently employ more than 500 people at its Head Office based in Warrington.

### Ombudsman Services:

- Provide an independent, impartial and completely free service to consumers to help resolve disputes between DGCOS members and consumers who are interacting with them.
- Can make financial awards for loss, distress, inconvenience or breach of contract (the maximum amount of compensation that can be awarded is £100,000) which DGCOS will enforce.
- Are independent of members & consumers and will make a decision believed to be just and fair in the circumstances.
- Resolve disputes without the need to go to court and the service is entirely free of charge to consumers.

To contact Ombudsman Services Tel: 0330 440 1634

### Products DGCOS Scheme Protects:\*

- Double Glazing
- Windows & Doors
- Conservatories
- Garage Doors
- Car Ports
- Orangeries
- Garden Rooms
- Fascias & Soffits
- Roofline
- Porches

\* NOTE: The scheme does not cover commercial contracts or supply only contracts (for example where the customer has arranged their own fitting team for the installation).

## Benefits To Consumers Using A DGCOS Member:

- DGCOS Scheme is fully endorsed by Nick Ross (former BBC Watchdog & Crimewatch Presenter)**
- Fully Vetted and Accredited Installers**
- Free Consumer Advice Line: 0800 195 9433**
- Free Deposit & Stage Payment Protection (up to 25% of the contract value)**
- Free Insurance Backed Guarantee (for every customer)**
- Free Mediation (to help fully resolve any disputes should they arise)**
- Free Independent Inspections (to assist with installation/product defects at DGCOS discretion)**
- Free access to an independent Ombudsman (to conclude disputes without incurring legal fees or costs)**

## Why I strongly recommend using a DGCOS member...

“With DGCOS you get accredited installers, independently backed guarantees (even if the firm refuses to help you or goes out of business), free access to industry inspectors at DGCOS discretion, professional mediators and – if you’re unsatisfied – a highly regarded Ombudsman Service who can settle your dispute with the power of the law behind them. There are lots of confusing trade association logos in the building and home improvement sectors, but few offer complete consumer protection. DGCOS is the real deal. And you don’t pay extra for the safeguards.”

Nick Ross

(Former BBC Watchdog and Crimewatch presenter).



## Real consumer protection

## What You Will Receive When Placing An Order With A DGCOS Member?

Once you have signed a contract with a DGCOS member, the installer should register your details with DGCOS.

DGCOS will issue to you:-

- Customer Registration Certificate
- Documents protecting your deposit
- Documents protecting your guarantee
- Customer Survey and pre-paid envelope (to continually monitor a member’s performance)



If you don’t receive your documentation within 5 working days then call:-

**0800 195 9433**  
(freephone)

## Check You Are Registered With DGCOS!

Follow these three simple steps:

- Go to [www.dgcoss.org.uk/jobfinder](http://www.dgcoss.org.uk/jobfinder)
- Enter your Surname
- Enter your Postcode



OR Contact:

**0800 195 9433**  
(freephone)

OR

**info@dgcoss.org.uk**

NOTE: If you are not registered within 5 days of placing your order with your installer, please contact DGCOS for assistance.

To verify your installer is currently a member please call:  
**0800 195 9433** or visit [www.dgcoss.org.uk](http://www.dgcoss.org.uk)  
(freephone)