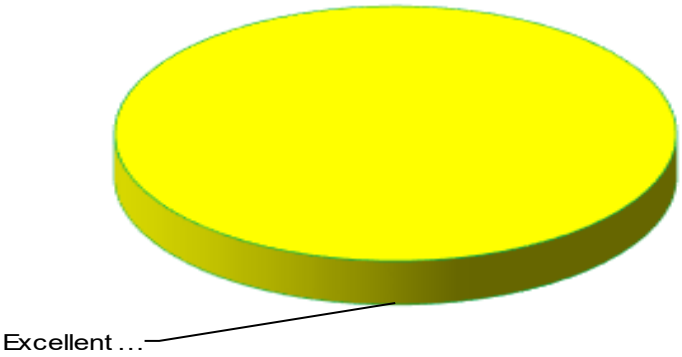
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Consumer Feedback Report

Mclean's Glass (Oxford) Ltd

Survey Results 01/07/2026 to 30/09/2026



The Consumer Protection Association believes that it is vital to evaluate both the professionalism and quality of every member's work and the most effective means of establishing this is by asking their customers what they thought.

The chart to the left displays the scores customers awarded the company in respect of their overall performance. These scores are supplied by all customers when they apply for their Insurance Backed Guarantee upon completion of their home improvements.

We also ask customers to appraise how they found their dealing with the member with regards to specific issues. The analysis of the survey is contained in the graph to the right.

The purpose of the survey is to assist our members in maintaining and where possible, improving their standards of professionalism, quality and service.

Customer confidentiality has been respected throughout.

