

COMPLAINTS HANDLING PROCEDURE

IF YOU NEED TO MAKE A COMPLAINT

The principle assigned to deal with complaints is:

Alex Bell

Eco Warm Homes SW Ltd

4 Market Street

Crediton

Devon

EX17 2AJ

Tel No: 0800 112 3431

Email address: info@ecowarmhomessw.com

Company Registration No: 14357780

Step-by-step complaints procedure

If you are not completely happy with our service, we would like to hear about it so we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible. However, sometimes we may not get things right the first time.

When that happens, we want you to tell us what went wrong so we can put matters right.

We want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

How and where to complain

If you are not satisfied with any aspect of our service or products, you can tell us about your complaint in the following ways:

In writing – write to us and address your letter to The Customer Complaint Manager.

By telephone – call us on 0800 112 3431 during our office hours and ask for the Customer Services Department.

By email – use the email address shown.

How long will it take?

We aim to resolve your complaint straightaway but if we cannot, then we will write to you within five business days to tell you:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We will aim to resolve your complaint quickly, but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update, please call us on 0800 112 3431 and ask to speak to the person handling your complaint.

If we cannot reach agreement with you?

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.

OR

- Issue our final decision letter which will explain our final position.