



COMPLAINTS PROCEDURE

Your views are important to us and if we do not deliver to the high standard of service you should expect, or if we make a mistake, we want to know. We will investigate your complaint and try to resolve the problem as quickly as possible.

How we handle complaints:

Step 1 - Please contact us at your earliest convenience with the following information:

- Your full name, address, and telephone number
- Details of any previous correspondence you've had with us
- Details of your problem or complaint
- We will try to give you an answer there and then, but if this is not possible, we will take full details from you and arrange for the problem to be investigated.

You can contact us in one of the following ways:

In writing: Brazendale Office, PO Box 389, Tarporley, Cheshire, CW6 6DL

By phone: 01606 251 000

By email: info@brazendaleheating.co.uk

Step 2 - We will try to resolve your complaint straight away. However, if it requires a more in-depth investigation, then we will aim to give you our final response within four weeks. If for whatever reason this is not possible, we will contact you to explain the reasons why and let you know how long our investigations are likely to take.

Step 3 - We hope that you'll never have to do this, but if you're not happy with the way we've handled your complaint, the outcome of it, or if eight weeks have passed and we have not sent you our final response, you may have the right to refer your case to the Financial Ombudsman Service.



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You can contact them in one of the following ways:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

By phone: 0800 023 4567

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Please remember that you will need to refer your complaint to the Financial Ombudsman Service within six months of receiving our final response.



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We always endeavor to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times when our customers may not be completely satisfied.

To ensure that we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

In the unlikely event that there is anything that you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either – call us on 01606 251 000 or e-mail us at info@brazendaleheating.co.uk detailing the word 'Compliant' in the subject.

We aim to respond within 2 working days of receiving your complaint and, where possible, will provide you with a date to remedy any issues raised.

We will:

- Document all complaints received in a written complaints log and retain this information for a minimum period of 2 years.
- Acknowledge and offer a course of action to the Customer within 28 days for all complaints.
- If agreed by the Customer, carry out such remedial action within 8 weeks from the date of Customer agreement.
- Try our best to settle complaints amicably with the Customer.
- Offer Customers full details of why a complaint will not be upheld if relevant.
- Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>