Customer Complaints Policy

This customer complaints policy sets out how we manage and resolve our customers complaints.

Project Heating Solutions Limited, Company number 11552137 are authorised and regulated by several authorities such as the Financial Conduct Authority, and The Home Insulation and Energy Systems Quality Assured Contractors Scheme (HIES). This policy outlines the requirements of these bodies.

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Contact Details

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Our Promise

Our colleagues are aware of our complaints procedure and know what to do if a complaint is received. If you have a complaint regarding a member of our team, or the products and services we have provided, we want to know about it and will endeavour to resolve as quickly as possible.

We aim to investigate all complaints fairly, efficiently and in a reasonable timeframe. All complaints will be handled in a consistent manner.

We will ensure that:

- Complaints are treated sensitively, confidentially and in accordance with the regulatory rules and Code of Practice, which is the Consumer Code we adhere to (You will have received a copy of these with your contract) and in line with the General Data Protection Regulation (GDPR).
- We aim to resolve complaints effectively and will ask whether you are satisfied with the resolution and if your complaint was handled fairly and appropriately.
- We view complaints as positive feedback and, where appropriate, will act constructively to avoid a recurrence. Complaints are reviewed regularly to identify trends, which we may need to investigate further.
- Complaints can be made verbally (by telephone or in person) and by email or letter.
- When we receive a complaint the complaint handler, Amanda McCallum will record it in the complaints log.
- Your complaint will be delegated to a suitable member of staff for investigation. They will acknowledge in writing within 3 working days of receipt, confirming who they are and when you

can expect a further response.
- The final response will contain details of actions taken during the investigation, the findings and resolution.
- If at any time you are not satisfied with how we are handling your complaint, you may refer your case to the relevant body as detailed at the end of this policy.
- If all avenues have been exhausted and you remain unhappy, you can refer your case to The Ombudsman, who is entirely independent.
- The implementation of this policy and overall responsibility lies with senior management, who will review on a regular basis and update if necessary.

Our Procedure

Any complaint verbal or written will be referred to our complaint's manager at the earliest opportunity or to a member of the senior management if the complaints manager is unavailable.

We will also: -

- Acknowledge the complaint in writing promptly.
- Record details on the customer's file.
- Make contact to seek clarification on any points where necessary.
- Fully investigate the complaint.
- Keep you informed of our progress.
- Discuss with you our findings and proposed response.
- Provide clear deadlines to respond.
- Provide information from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.

As a firm we work with third parties such as suppliers and lenders, we will ensure that these firms have a compliant complaints procedure and are communicating with their customer using this.

Customers may express dissatisfaction about our products and services. We will need to establish whether or not the complaint relates to the information given, the firm or the service and installation. If unclear, this must not delay investigation, and we will proceed with our own investigation. The complaints manager will review this matter and take the complaint to the firm for them to investigate and provide a written explanation and any supporting information. This may include photos, checklists, or remedial satisfaction notes.

Investigation

The complaints manager will establish the nature and scope of the complaint having due regards to the Financial Conduct Authority's direction: -

- Deal with complaints promptly and fairly.
- Give complainants clear replies and, where appropriate, fair redress.
- We may take up to 8-weeks to provide a response.

Eligible Complaints

It is the firm's policy to treat all complainants the same, however, eligible complainants are legally defined and have additional rights in law that we must acknowledge and adhere to.

The Financial Conduct Authority complaints rules apply to complaints:

- Made by, or on behalf of an eligible complainant.
- Relating to regulated activity.
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

Final Response

This will set out clearly our decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

The firm must include details of the Financial Ombudsman Service in the final response if dealing with an eligible complainant and a regulated activity, we will: -

- Explain that the complainant must refer the matter to the Ombudsman within six months of the date of the final response letter or the right to use this service is lost.
- Indicate whether or not we consent to waive the relevant time limits.

Complaints Settled Within 3 Business Days

Complaints that can be settled to the customer's satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to the customer's satisfaction under this section, the firm will promptly send a 'Summary Resolution Communication', being a written communication from them which: -

- Refers to the fact that the customer has made a complaint and informs them that they now consider the complaint to have been resolved to the customers satisfaction.
- The firm will tell the customer that if they subsequently decide that they are dissatisfied with the resolution of the complaint they may be able to refer the complaint back to the firm for further consideration or alternatively refer the complaint to the Financial Ombudsman Service.
- Provide the website address of the Financial Ombudsman Service; and
- Refer to the availability of further information on the website of the Financial Ombudsman Service.

In addition to sending you a Summary Resolution Communication, the firm may also use other methods to communicate the information where: -

- We consider that doing so may better meet the customer's needs; or
- They have already been using another method to communicate about the complaint. This may include recorded calls, emails, or text messages.

Closing A Complaint

We will consider a complaint closed when we have made our final response to the customer. This does not prevent a customer from exercising any rights they may have to refer the matter to the Financial Ombudsman Service.

Financial Ombudsmen Service

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge but you must do so within six months of the date the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Contact: - The Financial Ombudsman Service, Exchange Tower, London E14 9SR Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad) Email: complaint.info@financial-ombudsman.org.uk Website: www.financial-ombudsman.org.uk

The Home Insulation & Energy Systems Quality Assured Contractors Scheme (HIES).

HIES can provide mediation, please contact them by telephoning 0344 324 5242 or alternatively, via the HIES website https://www.hiesscheme.org.uk/. Address: Solutions House, Business & Technology Centre, Euxton Ln, Euxton, Chorley, England, PR7 6TE or email: info@hies.org.uk