

**COMPLAINTS PROCEDURE**

**We want every customer to get a good service, but if we don’t get it right, we want to know so we can do something about it.**

We aim to offer you the best possible service, but there may be occasions when you feel you

have cause for concern. If so, we will always try to resolve the problem quickly and to your

satisfaction. If you are unhappy with our response, you can take your complaint further through our **Complaints Procedure**.

You can make a formal complaint in the following ways:

* Call us on 01909 813456
* Email us at info@wrightrenewableheating.co.uk
* Write to us at Wright Renewable Heating Ltd, Unit 1 – 5 Claylands Avenue, Worksop, Nottinghamshire, S81 7DJ
* Contact us via our website at [www.wrightrenewableheating.co.uk](http://www.wrightrenewableheating.co.uk)

**What happens when I complain?**

Your complaint will be received by the Compliance Team, who will log the details of your complaint and then arrange for the appropriate person to investigate and respond to your concerns. When you raise a complaint, our team will do their best to put things right.

We aim to resolve your concerns within**2 weeks***.* Sometimes it may take longer to investigate the matter fully. If that happens, we will let you know within this timeframe that an extension will be required.

**In the unlikely event that you are still not happy**

If after the review response you are still not satisfied, you can contact the relevant Ombudsman:

Self-Funded Works:

* [How To Complain - Consumers - Renewable Energy Consumer Code (RECC)](https://www.recc.org.uk/consumers/how-to-complain) **0207 981 0850**
* [www.hiesscheme.org.uk/contact](http://www.hiesscheme.org.uk/contact) **0344 324 5242**
* [www.mcscertified.com/complaints-compliance](http://www.mcscertified.com/complaints-compliance) **0333 103 8130**

ECO4 Funded Works:

* [www.ofgem.gov.uk/eco4-complaints-process](http://www.ofgem.gov.uk/eco4-complaints-process) **020 7901 7295**

Local Authority & Housing Association Tenants:

* Contact your Local Authority or Housing Association Landlord