

## Complaints Policy

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Green Eco Grants Limited views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

### **Our policy is:**

- ✓ To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- ✓ To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- ✓ To make sure everyone at [Organisation name] knows what to do if a complaint is received
- ✓ To make sure all complaints are investigated fairly and in a timely way
- ✓ To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- ✓ To gather information which helps us to improve what we do

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Green Eco Grants Limited.

### **Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in Green Eco Grants Limited.

A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use Green Eco Grants' Discipline and Grievance policies.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Managing Director, with day to day responsibility handled by the Quality Manager.

### **Review**

This policy is reviewed regularly and updated as required.

### **Authorised By:-**



**Name: Mr. Stewart Loftus**

**Date: 20/02/2015**

# Customer Complaint Information



## Frequently Asked Questions

Question	Answer
Who can make a complaint?	If you are a customer or a potential customer of Green Eco Grants or someone acting on their behalf.
Who do I complain to?	All complaints must be addressed to the “Customer Service Manager”. Complaints may be raised in a number of ways, namely telephone, email and post. The contact details are below.
When must complaints be made?	A complaint may be made at any time to Green Eco Grants regarding the Green Deal or any of our products or services. See the key facts section below for expected timescales.
What evidence and content do I need in order to make a complaint?	You do not need to provide any evidence of your complaint, however doing so, especially with regards to complaints about breaches of disclosure as this can speed up the process.

## The Complaints Procedure

- ✓ When we receive a complaint we will acknowledge it within 7 days of receipt
- ✓ Should your complaint concern a lack of heating or hot water we will respond and visit your property within 24 hours
- ✓ We will discuss the complaint with you and explain how we propose to address the issue
- ✓ If the complaint does not refer to any of our services, products or activities, we will give you as much assistance as possible in directing the complaint to the appropriate organisation
- ✓ We will give you the name and contact details of the person dealing with your complaint
- ✓ We will keep you updated with the progress of your complaint
- ✓ We will aim to resolve your complaint within 8 weeks of receipt
- ✓ Should we not be able to resolve your complaint, we will inform you on how to escalate it either to our Certification Body, The Renewable Energy Consumer Code, The Financial Ombudsman Service (FOS) or the Green Deal Ombudsman
- ✓ We are required at all times to comply with the Renewable Energy Consumer Code and the Green Deal Code of Practice. If you require any more information regarding either of these, we can provide you a copy free of charge, or you may access them at <http://www.recc.org.uk/>, <http://www.financial-ombudsman.org.uk/> and <http://qdorb.decc.gov.uk/> respectively.
- ✓ Accessing our complaints procedure does not affect your statutory rights