

COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

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1. OUR AIM

Aura Heating Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One way we can continue improving our service is by listening and responding to the views of our clients and customers, responding positively to complaints, and putting mistakes right. Therefore, we aim to ensure that;

- **Making a compliment or complaint is as easy as possible.**
- **We welcome compliments, feedback and suggestions.**
- **We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.**
- **We deal with it promptly, politely and, when appropriate, confidentially.**
- **We respond appropriately; for example, with an explanation, an apology where we have got things wrong, or information on any action taken, etc.**
- **We learn from complaints, use them to improve our service and review our complaints policy and procedures annually.**

We also recognise that many concerns will be raised informally and must be dealt with quickly. We aim to;

- **Resolve informal concerns quickly.**
- **Keep matters low-key.**
- **Enable mediation between the complainant and the individual to whom the complaint has been referred.**

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from clients/customers about our services, facilities and staff.

2. DEFINITIONS

A "**compliment**" expresses satisfaction with the standard of service we provide.

A "**complaint**" is defined as any expression of dissatisfaction; however it is expressed, this would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

3. PURPOSE

We are always glad to hear from people who are satisfied with our services. All **compliments** are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

4. COMPLAINTS

The formal **complaints** procedure is intended to ensure that all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

5. RESPONSIBILITIES

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and, wherever possible, resolved to the complainant's satisfaction.

Aura Heating Ltd's responsibility will be to:

- **acknowledge the formal complaint in writing or via email;**
- **respond within a stated period;**
- **deal reasonably and sensitively with the complaint; and**

- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Aura Gas Ltd's attention normally within two weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Aura Heating Ltd;
- explain the problem as clearly and as thoroughly as possible, including any action taken to date;
- allow Aura Heating Ltd reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Aura Heating Ltd's control.

6. CONFIDENTIALITY

Except in exceptional circumstances, every attempt will be made to ensure that the complainant and Aura Heating Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that maintaining confidentiality may not be possible (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. COMPLAINTS PROCEDURE

Written records must be made by Aura Heating Ltd at each stage of the procedure.

STAGE 1

First, staff member(s) must establish the complaint's seriousness. An informal approach is appropriate when it can be achieved, but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

STAGE 2

Sometimes a **complaint** cannot be resolved informally. In that case, the client/customer should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

1. A formal complaint can be made verbally, in writing or via email. If in writing or email, the attached form should be used. If verbal, a statement should be taken by a member of the Management Team, staff member or supervisor.
2. In all cases, the complaint must be passed on to the Customer Service Manager. In the event of a complaint about the Customer Service Manager, the complaint should be passed to General Manager; if the complaint is about the General Manager, this must be passed on to the Managing Director.
3. Depending on the nature of the complaint, the Customer Service Manager or General Manager must acknowledge the complaint in writing or via email within 48hrs of receiving it.
4. One of the above will investigate the complaint. Any conclusions reached should be discussed with the company Director.
5. The person making the complaint will receive a response based on the investigation within two weeks of the complaint being received. If this is not possible, a letter must be sent explaining why.

STAGE 3

1. If the complainant is not satisfied with the above decision, then this will be passed to the company Director to follow up to a conclusion.

2. The Company Director will examine the complaint and may wish to conduct further investigations, examining files/notes. They will respond within four weeks in writing. Their decision will be final.

8. CONTACT DETAILS

Email: hello@auraheating.co.uk

Phone: 02392 252171

Post (Head Office): Aura House Head Office, New Road, Portsmouth
PO9 1DE

9. DISPUTE RESOLUTION

You may contact the Dispute Resolution Ombudsman if your complaint does not relate to a financial product. The Dispute Resolution Ombudsman will not normally consider your complaint unless;

- We have not dealt with your complaint within three months of receiving it in writing, then you may refer your complaint direct to Dispute Resolution Ombudsman.
- We have provided you with our final decision and you are still dissatisfied, you can contact Dispute Resolution Ombudsman with details of your complaint.

Dispute Resolution Ombudsman
Second Floor
3-4 Viewpoint Office
Village Babbage Road
STEVENAGE
Herts SG1 2EQ
e. info@disputeresolutionombudsman.org

A similar process will then follow and precise details are provided by Elmhurst on their website at:

http://www.elmhurstenergy.co.uk/uploads/files/OP08_Complaints_Process.pdf for Green Deal Assessor Organisation