

## **COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE**

### **Our Policy:**

- We always strive to provide the best service and products for our customers. However, on the rare occasions, we recognise that there may be times where our customers may not be completely satisfied.
- We welcome feedback from clients who are satisfied with our services. All compliments are recorded, and a copy sent to the relevant service manager to provide feedback to the member of staff or service.
- To ensure we are able to put things right where we can, please read our complaints procedure below.
- All our staff 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 staff or the products and services we have provided, we will endeavour to resolve the matter as quickly as possible.

## Complaints Procedure

### Stage 1.

We aim to resolve complaints as quickly as possible and believe that, in most cases, complaints can be resolved informally. As such please contact us as soon as possible if you have a grievance. If you contact us informally by telephone or email, make a note of the person you have spoken to, and of any resolution offered immediately, and whether you are satisfied with the outcome. If you are not happy with the resolution offered the proceed to stage 2 below. If you choose not to contact us informally, proceed directly to stage 2.

### Stage 2.

Record your complaint in writing by either by post at Aura Heating Ltd, Aura House, New Road, Havant, PO9 1DE or by email to [hello@auraheating.co.uk](mailto:hello@auraheating.co.uk), you should receive an acknowledgment within 3 working days of receipt of your written complaint. Please include your telephone number and email address (if you have one). We may contact you by telephone to ensure that we have understood your complaint properly. Your complaint will be recorded in our complaints' log and assigned for investigation. You should receive a detailed response within 10 working days of receipt of your complaint, unless the investigation takes longer, which may involve a site visit, in which case you should receive progress report within 5 working days of the site visit and where possible an expected date for you to receive a final reply. We aim to close all formal written complaints within 20 working days of receipt.

### Stage 3.

In the event of an unresolvable issue, we will advise where you can pursue your complaint.

Gas – Gas Safe

Oil – Oftec

Technical aspects of install – MCS

Renewable Energy – RECC