

## COMPLAINTS PROCEDURE

### If you have a problem, we can help

We aim to offer you the best possible service, but there may be occasions when you feel you have cause for complaint. 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.

### Where to first make your complaint

We aim to resolve your concerns within *48 hours*. Sometimes it may take longer to look into the matter fully. If that happens we will let you know within *5 working days* who will reply and when.

You can contact us in any of the following ways to let us know of the problem:

- **Name of Contact: Danny Kaye**
- **Write to us at: 50 Whitelands, Fakenham, NR21 8EN**
- **E-mail us on: [danielkaye@hotmail.com](mailto:danielkaye@hotmail.com)**
- **Telephone us on: 07710349567**

We will then arrange for the right person to look into and respond to your concerns. In the unlikely event that you remain unhappy, you can ask for us to review your complaint.

### If you are still not happy

If after that review you are still not satisfied, you can at that stage ask Elmhurst Energy, the 'Scheme' to help.

The 'Scheme' will investigate your complaint and if felt necessary, it will pass your complaint onto an Independent Adjudication Service to be nominated by the Scheme.

This service, which is an entirely independent mediation and adjudication service will consider your complaint and decide whether to take action against the Energy Assessor as a result.

The Energy Assessor can be ordered to undertake various actions including if appropriate, paying you compensation.

Our company supports fully and is a member of the 'Scheme'

The 'Scheme' details are provided below.

Telephone: **01455 883250**

E-mail: **[enquiries@elmhurstenergy.co.uk](mailto:enquiries@elmhurstenergy.co.uk)**

Website: **[www.elmhurstenergy.co.uk](http://www.elmhurstenergy.co.uk)**

Please be aware that the existence of this process does not prevent you from pursuing a complaint through the courts and as such does not affect your existing legal rights.