

Complaint procedure

1. Introduction

We always aim to carry out our work to a high standard and to ensure the highest level of care and safety to protect both our engineers and the customer.

Our customers' views are important to us and help to ensure our services are consistently meeting or exceeding the customers needs. If you are unhappy with any of our services it is important that you let us know.

We adhere to the Consumer Rights Act 2015

If a complaint alerts us to possible fraud, theft or abuse of any kind this will be escalated immediately for the local police force to deal with in the first instance.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone who has requested our services, or their friends/family, may make a suggestion on their behalf.

First you should speak to the Manager, Mark Pflaumer.

If the suggestion is something that you feel Boiler Rescue as a company needs to consider you can send it to:

Suggestions
Boiler Rescue
2 Elmtree Cottage
Lidsing
Gillingham
Kent
ME7 3NL

07970 112112
info@boilerrescue.co.uk

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence and will respond within 7 days of receiving a complaint.

4. Who can complain

Anyone affected by the way Boiler Rescue provides its service to the consumer can make a complaint.

A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain:

- in person
- by telephone on **07970 112112**
- through a member of our staff
- through an advocate or representative
where someone complains orally we will make a written record and provide a copy of it within 3 working days
- by letter to: Boiler Rescue, 2 Elmtree Cottage, Lidsing
Gillingham.Kent ME7 3NL
- by email at: info@boilerrescue.co.uk

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Managing Director has overall responsibility for dealing with all complaints made about their services.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Managing Director of Boiler Rescue may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 7 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will write to you to discuss the outcome which will include:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than two months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way we are dealing with your complaint you can contact The Director of Boiler Rescue at:

The Managing Director
Boiler Rescue
2 Elmtree Cottage
Lidsing, Gillingham
Kent. ME7 3NL

07970 112112

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Retail Ombudsman or, as a registered member of the Which? Trusted Trader Scheme, use their alternative dispute resolution service. They can be contacted by the following means:

You can contact the Retail Ombudsman at:

Tel: **0203 598 7390**
Website: www.utilitiesadr.co.uk

Which? Trusted Trader Dispute Resolution at:

Tel: **0117 981 2929**
Website: www.disputeresolutionombudsman.org/which-trusted-traders-partnership/

NB: The Retail Ombudsman and Dispute resolution ombudsman will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.