

## CUSTOMER COMPLAINTS

### **POLICY STATEMENT:**

GH Project Development aims to provide a high quality energy assessment service which meets or even exceeds your needs. If we are getting it right for you, please let us know.

In order to ensure that our service remains at a high and improving standard, we have a procedure through which you can let us know if you are not satisfied in your dealings with us.

We define a complaint as any expression of dissatisfaction made by a customer concerning any aspect of the service we offer. We aim to resolve all complaints quickly and satisfactorily. All complaints will be recorded and stored and will be treated in the strictest confidence.

### **PROCEDURE:**

1. If you are unhappy with any aspect of our service, you should report your problem by telephone, email or in person to a member of staff who will record your name, address, telephone number and the details of your complaint. Our contact details are as follows – address: *GH Project Development Ltd, 38 Huxhams Cross, Dartington, Devon TQ9 6NT*; telephone: 01803 762760; email: *energy@ghpd.org.uk*.
2. If appropriate, the complaint will be discussed with you and a satisfactory resolution agreed as soon as possible. The details of this will also be recorded.
3. If this process fails to resolve the complaint, then the details will be passed to the Managing Director, who will contact you within seven days to discuss the matter further and agree a solution. Should you wish to discuss your complaint in person at this point, a mutually convenient appointment will be arranged for you.
4. If the problem cannot be resolved in this way, you should write, giving full details of your complaint to the address above. Written complaints will receive a letter of acknowledgement within five working days and a full internal investigation will follow.
5. Within twenty-one days of submitting a written complaint, you will receive a letter informing you of the outcome of this investigation, setting out how the problem will be dealt with, confirming our final position on your complaint and explaining our reasons.
6. If you remain dissatisfied with the handling of your complaint at the end of this process, we will escalate the matter to our Accreditation Scheme: *Domestic Energy Assessor Accreditation Scheme, BRE (Building Research Establishment), Bucknalls Lane, Garston, Herts WD25 9XX - Tel 01923 664830*. The Accreditation Scheme will then contact an independent intermediary or arbitration service, which would seek to resolve the matter. We will co-operate fully with the independent service adopted by the scheme.
7. All complaints received by us will be notified to the Accreditation Scheme and will be dealt with at no additional cost to you.
8. The use of this complaints procedure will in no way affect your statutory rights.