

Complaints Handling Procedure MET-PRO-030

Domestic Heating Team Ltd

1. Purpose and Scope This document outlines the procedure for handling complaints received by Domestic Heating Team Ltd. The objective is to ensure all complaints are handled in a fair, transparent, and timely manner, in compliance with UK regulatory requirements and government guidelines.

2. Definition of a Complaint A complaint is defined as any expression of dissatisfaction, whether written or verbal, about the service provided by Domestic Heating Team Ltd, including its employees, contractors, or agents.

3. How to Make a Complaint Complaints can be made through the following channels:

- **Email:** complaints@domestic-heating.co.uk
- **Phone:** 0800 118 2718 (Mon-Fri, 9 AM – 5 PM)
- **Post:** Complaints Team, Domestic Heating Team Ltd, 15 Watermark Way, Foxholes Business Park, Hertford, SG13 7TZ

4. Acknowledging Complaints

- Complaints will be acknowledged within **5 working days** of receipt.
- A unique reference number will be provided for tracking purposes.
- The complainant will be informed of the next steps and an estimated timeline for resolution.

5. Investigating Complaints

- Complaints will be assigned to a dedicated member of the complaints team for investigation.
- The investigation will involve reviewing relevant documentation, interviewing relevant personnel, and assessing the facts of the case.
- The investigation process will be conducted in an impartial and confidential manner.

6. Resolving Complaints

- A response will be provided within **10 working days** of acknowledging the complaint.
- If a resolution cannot be achieved within this time frame, the complainant will be informed and given a revised timeline.
- The resolution may include an apology, an explanation, corrective actions, or other appropriate remedies.

7. Escalation Process If the complainant is dissatisfied with the initial resolution:

1. They may request a review by a senior manager by contacting the complaints team.
2. A final written response will be issued once complaint is resolved.

8. External Resolution Options If the complainant remains dissatisfied after the internal process:

- **Ombudsman (if applicable):**
 - Website: www.ombudsman-services.org
 - Phone: 0330 440 1624
- **Citizens Advice Bureau:**
 - Website: www.citizensadvice.org.uk
 - Phone: 0808 223 1133

9. Record Keeping

- All complaints, including outcomes, will be logged and maintained for a minimum time period required.
- Records will include correspondence, investigation notes, and actions taken.

10. Continuous Improvement

- Regular reviews of complaints data will be conducted to identify trends and areas for improvement.
- Lessons learned will be incorporated into staff training and operational procedures.

11. Staff Training

- All employees will receive training on the complaints handling procedure during onboarding and periodically thereafter.

12. Accessibility

- The complaints handling procedure will be available upon request.
- Alternative formats (e.g., large print, Braille) will be provided to ensure accessibility for all customers.

13. Alternative Dispute Resolution (ADR)

If we are unable to resolve a complaint relating to eligible renewable energy works carried out under our membership of the Renewable Energy Consumer Code (RECC), including qualifying air source heat pump installations, you may be able to refer the matter to an independent Alternative Dispute Resolution service.

RECC Member No: 00075043

ADR Provider: Green Homes Dispute Resolution

Website: www.ghdr.org.uk

This ADR route applies to work covered by our RECC membership and may not apply to other services such as gas boiler servicing, repairs, or general plumbing/heating works.

13. Policy Review

- This procedure will be reviewed regularly or following significant regulatory changes to ensure compliance and effectiveness.