

Complaints procedure



1. Definitions

In this Complaints Procedure the following expressions will have the following meanings:

We or Us or Our: means Effective Home as appropriate. Effective Home is a trading name of Effective Heating Limited, whose Registered Office is 1 Boston Road, Leicester, Leicestershire, LE4 1AA. Company number 10441082.

You or Your: will refer to the domestic customer, being the person, whose name and address is shown in the Agreement.

2. Raising a Complaint

1.1. If You wish to make a complaint, You can contact us in one of the following ways:

- a. By telephone to 0333 323 1404
- b. By email to sales@effectivehome.co.uk
- c. In writing to Effective Home, Unit 1, Crompton Business Park, Crompton Road, Doncaster, DN2 4PA

1.2. Upon receiving a complaint, We will acknowledge it in writing within 5 working days, giving You the name and contact details of the person investigating it.

1.3. Should We receive a complaint from a third party, We will contact You in the first instance to ensure that You have given permission for this third party to be calling on Your behalf.

1.4. We will keep You informed about the progress of the investigation. We aim to have all complaints resolved within 14 working days unless We agree on a different time scale with You. If the complaint is of a serious nature (i.e. a safety issue) the issue will be escalated immediately with a view to resolving the issue (or at least, the safety risk) within 24 hours. Upon reaching a satisfactory resolution, You will receive a letter outlining;

- a. Details of the findings;
- b. Our proposals to resolve Your complaint; and
- c. Any action We have taken

1.5. We will endeavour to contact You 7 days from the resolution letter being sent out to ensure that You are fully satisfied with the steps that have been taken to resolve the complaint.

1.6. Although Our team are fully trained in handling any issues that may arise, if at this point, or at any other stage of the process, You feel unhappy with the way Your complaint is being handled, Your complaint will be escalated to the senior department manager and the resolution process will continue until a satisfactory outcome is reached.

1.7. We reserve the right to determine how any complaint should be resolved and may refuse to complete the full complaints procedure for vexatious complaints.

3. Dispute Resolution

2.1. As Effective Heating Ltd. is a Which? Trusted Trader, there is an additional layer of protection available to Our customers. In the unlikely event that You feel that Your complaint has still not come to a satisfactory resolution, You can contact the Dispute Resolution Ombudsman to independently investigate Your concerns. More information can be found at <https://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>



2.2. Effective Heating Ltd. is certified by HEIS for the install of Solar PV. You can contact them to discuss Your complaint if We have failed to come to a satisfactory resolution regarding Your Solar PV.

2.3. Where You have a complaint regarding financial services We have offered, and You are not satisfied with Our resolution or 8 weeks have passed, You have the right to refer Your complaint within 6 months of Our response to the Financial Ombudsman Service (FOS). Their details are shown below.



The Financial Ombudsman Service Exchange Tower, London, E14 9SR

Tel: 0800 023 4567,

Email: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk