



# Complaints Policy



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If you are a customer and are dissatisfied with any aspect of the goods or services provided, you are entitled to complain. Our policy is to identify, manage and respond to customer complaints objectively and take a constructive approach to reaching a satisfactory conclusion. We recognise that complaints may provide us with an opportunity to check the quality of our service and to make improvements to it in a particular case or more generally. Indeed, even if you do not have a complaint, your suggestions as to how our services might be improved will be welcome.

**Process** You can make a complaint by any reasonable means. This includes by way of letter, email, or telephone call. Our contact details can be found on your Order Form. Once we receive your complaint and where necessary and practicable, we will acknowledge within two working days of receiving it.

Your complaint will be assigned to our Complaints Handler, Paran Kudhail, who will then review your complaint and customer account carefully and make any wider enquiries within the company as may be necessary. The Complaints Handler will respond to your complaint comprehensively whether in writing or by telephone as soon as practicable and always within 14 days.

If you are not satisfied with our response, you may refer your complaint back to us to be considered afresh. At this stage of the process, the Complaints Officer will investigate again and take instruction from the Senior Management Team who may collectively decide to carry out any further investigations as may be necessary. Upon reaching this stage, you should be informed of the conclusion within 14 days together with any proposals to resolve the complaint.

**If we are still unable to reach a solution, our response will be final, and we will advise you to seek independent advice if you have not already done so.**

## Third Party Finance Customers

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The above procedure will apply to you; however, the only difference is that if we are unable to resolve your complaint, we will write to you informing you of your right to raise your complaint with the Financial Ombudsman.

The Financial Ombudsman Service is an independent and impartial lay body for members of the public who wish to make a complaint about their finance.

Before it will consider a complaint, the Financial Ombudsman Service generally requires that a company's internal complaints procedure has been exhausted with the customer. If the Financial Ombudsman Service is satisfied that the company's proposals for resolving a complaint are reasonable, it may decline to investigate further.

To raise your complaint with or for further details of the Financial Ombudsman Service, please visit <https://www.financial-ombudsman.org.uk/>

**You should note that Fischer Future Heat is itself not part of any Alternative Dispute Resolution scheme, nor is it required to be.**