

Causeway Heating Services Ltd
Complaints Handling Procedure

IF YOU NEED TO MAKE A COMPLAINT

The principle assigned to deal with complaints is:

R McKenna – Managing Director
Causeway Home Improvement Group Limited
1st Floor 264 Manchester Road
Warrington
Cheshire WA1 3RBA
Tel: 01925 411661
www.causewayheating.co.uk
headoffice@causewayheating.co.uk
Company Registration No: 10015552

Step-by-step complaints procedure

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible. However, sometime we may not get things right the first time.

When that happens we want you to tell us what went wrong so we can put matters right.

We want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

How and where to complain

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

In person – call into our office at the address shown overleaf. We are open Monday to Friday from 10.00 am – 5.00pm.

In writing – write to us at the address overleaf and address your letter to The Customer Complaint Manager.

By telephone – call us on 01925 411661 during our office hours and ask for the Customer Services Department.

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By email – use the email address shown overleaf.

How long will it take?

We aim to resolve your complaint straightaway but if we can't, then we will write to you within three business days to tell you:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We will aim to resolve your complaint quickly but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update please call us on 01925 411661 and ask to speak to the person handling your complaint.

If we cannot reach agreement with you?

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.

OR

- Issue our final decision letter which will explain our final position.

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CUSTOMER COMPLAINTS

If you are not satisfied with any aspect of our service or products relating to your finance agreement, please tell us about your complaint.

Telephone: 01925 411661

Email: headoffice@causewayheating.co.uk

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