

## Complaints Procedure for a Sharp Heating and Electrical Limited.

At Sharp Heating & Electrical, we strive to provide the highest level of service to our customers.

However, we understand that there may be instances where you are not completely satisfied with our services. We take all complaints seriously and aim to resolve them promptly and fairly. This complaints procedure outlines the steps you can take if you have a complaint about our heating and electrical services.

### 1. Initial Contact:

If you have a complaint, we encourage you to first contact our office manager. You can reach us by phone, or email during business hours. Our office manager will listen to your concerns and try to resolve the issue immediately. If they are unable to do so, they will escalate your complaint to the appropriate department.

### 2. Formal Complaint:

If your complaint is not resolved to your satisfaction during the initial contact, you may choose to submit a formal complaint in writing. You can do this by sending an email or letter addressed directly to the manager responsible for handling complaints. In your written complaint, please include the following details:

- Your full name and contact information
- A clear description of the issue or complaint
- Any relevant documentation or evidence supporting your complaint
- The desired outcome or resolution you are seeking

Upon receiving your formal complaint, we will acknowledge its receipt within [7] business days and provide you with a reference number for future correspondence.

### 3. Investigation and Resolution:

Once your formal complaint has been received, it will be assigned to a designated complaints handler who will conduct a thorough investigation into the matter. This may involve reviewing any relevant records, speaking with staff members involved, or conducting on-site inspections if necessary.

We aim to resolve all complaints within [5] business days of receiving them. However, more complex issues may require additional time for investigation and resolution. If this is the case, we will keep you informed of the progress and provide regular updates on the status of your complaint.

Telephone  
01452 525093

Email  
enquiries@sharpheatingelectrical.co.uk

Website  
www.sharpheatingelectrical.co.uk

VAT: 389512655 Company Registration Number: 12501368



Company Registration Number: 12501368



Unit 5b, Littlecombe Business Park, Gloucestershire GL11 4BA

#### 4. Final Response:

Once the investigation is complete, we will provide you with a final response detailing our findings and proposed resolution. This response will be sent to you in writing via email or letter. If we are unable to resolve your complaint within the specified timeframe, we will inform you of the reasons for the delay and provide an estimated timeline for resolution.

#### 5. Escalation:

If you are not satisfied with the final response or feel that your complaint has not been adequately addressed, you have the option to escalate your complaint further. You can request a review of your complaint by a director within our company. Please provide any additional information or evidence that you believe supports your case.

#### 6. External Mediation or Arbitration:

If, after following our internal complaints procedure, you remain dissatisfied with the outcome, you may choose to seek external mediation or arbitration. There are various independent organizations that can assist in resolving disputes between consumers and businesses in the heating and electrical industry. We will provide you with information on relevant organizations upon request.

Please note that any costs associated with external mediation or arbitration will be your responsibility.

We value your feedback and take all complaints seriously as they help us improve our services. We are committed to resolving any issues promptly and fairly, ensuring customer satisfaction.

#### Top 3 Authoritative Reference Publications/Domain Names Used:

1. Citizens Advice - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
2. Trading Standards - [www.tradingstandards.uk](http://www.tradingstandards.uk)
3. Ombudsman Services - [www.ombudsman-services.org](http://www.ombudsman-services.org)

#### 7. Finance-Related Complaints

On the rare occasion that we do receive a complaint, we take it very seriously. If you have an issue with a product purchased via finance and we have been unable to resolve your issue, please contact TradeHelp Ltd:

Write: Marchwiell Centre, Bryn Lane, Wrexham Industrial Estate, LL13 9UT  
Telephone: 01978 666887 E-mail: [info@tradehelp.co.uk](mailto:info@tradehelp.co.uk)

If your complaint relates to the finance linked to your purchase, you can still let us know, but we will forward it to your credit provider. They will acknowledge your complaint and respond within eight weeks.

#### 8. What to do if you can't reach an agreement:

If you are not satisfied with the lender's response, you may refer the matter to the Financial Ombudsman Service within six months.

Write: Financial Ombudsman Service, Exchange Tower, London, E14 9SR  
Telephone: 0300 123 9123 E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone: **01452 525093** Email: [enquiries@sharpheatingelectrical.co.uk](mailto:enquiries@sharpheatingelectrical.co.uk)

Website: [www.sharpheatingelectrical.co.uk](http://www.sharpheatingelectrical.co.uk)

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