

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.

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

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

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
2. Trading Standards - www.tradingstandards.uk
3. Ombudsman Services - www.ombudsman-services.org

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How we handle complaints

Step 1: Getting in touch

If you wish to make a complaint, please contact us with the following details:

- Your full name, address, and telephone number
- Any reference number or previous correspondence you've had with us
- A clear description of the issue or concern.

You can reach us by post, by telephone or by email, using the details on the home page of our website.

If you require us to communicate with you in a different format (such as large print, braille, or by phone), please let us know and we'll do our best to accommodate you.

Step 2: Acknowledgement and resolution

We aim to resolve complaints as quickly as possible.

We aim to resolve your complaint straightaway and write to you to confirm, 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
- when we will contact you again.

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

If we can't agree a solution with you within eight weeks of receiving your complaint, we will send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision; or we will issue our final decision letter which will explain our final position.

Step 3: only for complaints relating to products purchased via finance, if you remain dissatisfied

If we do not issue a final response within eight weeks, or if you are not satisfied with the outcome or progress of the complaint, you have the right to refer your complaint to the credit provider/s and/or the Financial Ombudsman Service.

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 using the following details:

- Write: Marchwiel Centre, Bryn Lane, Wrexham Ind Est, LL13 9UT
- Telephone: 01978 666887
- E-mail: info@tradehelp.co.uk

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider. Your credit provider will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

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

If you are not satisfied with the broker's/lender's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service.

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