

COMPLAINTS PROCEDURE

If you have a complaint, we want to know as soon as possible to help us put things right promptly. Just contact our Customer Services Team with your details and a description of your problem. We are here for you Monday to Friday from 9.00am-5.00pm.

Call us: **01889 588481**

Email us: **customerservices@ebri.co.uk**

Write to us: **Unit 10, Riverside Industrial Estate, Power Station Road, Rugeley, Staffordshire, WS15 2YR**

However you contact us, we will:

- Let you know we've received your query
- Tell you who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within five working days
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend within fourteen days, if a visit to your property is needed
- Keep you regularly informed of progress throughout
- Provide a final response within eight weeks or explain why this isn't possible

EBRL – Eco Builds & Renewables Ltd are members of the HIES Consumer Code and if you are not satisfied with the outcome you may ask them to investigate your complaint. You should contact them within 6 months of our final response with an overview of your complaint and a copy of your contract.

You can contact: The Home Insulation and Energy Systems Quality Assured Contractors Scheme (HIES)

In writing: Centurion House, Leyland Business Park,
Centurion Way, Farrington, Leyland, England, PR25 3GR

By telephone: 0344 324 5242

By email: info@hiesscheme.org.uk

Website: www.hiesscheme.org.uk

Financial Services Complaints Procedure

All financial services complaints will be investigated and overseen by our Compliance Department.

The Compliance Department will:

- Acknowledge your complaint.
- Tell you who is investigating the matters raised and provide you with their address and telephone number.
- Carry out a thorough and impartial investigation.

- Do everything we can to resolve things as quickly as possible.
- Provide a written response within 8 weeks of receiving your complaint, informing you of the results of our investigation or explain why this isn't possible.

If you are not satisfied with the outcome of our investigation you may be entitled to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service

The Financial Ombudsman Service exists to help resolve certain complaints when we have not been able to resolve your complaint to your satisfaction. The scheme is entirely free to use.

You should contact the Financial Ombudsman Service within 6 months from the date of our written response. They will also look into your complaint if we have not provided you with a written response within 8 weeks of receiving your complaint.

You can contact the Financial Ombudsman Service:

In writing: **Exchange Tower, Harbour Exchange, London E14 9SR**

By telephone: **0800 023 4567**

By email: **complaint.info@financial-ombudsman.org.uk**

Website: **www.financial-ombudsman.org.uk**