



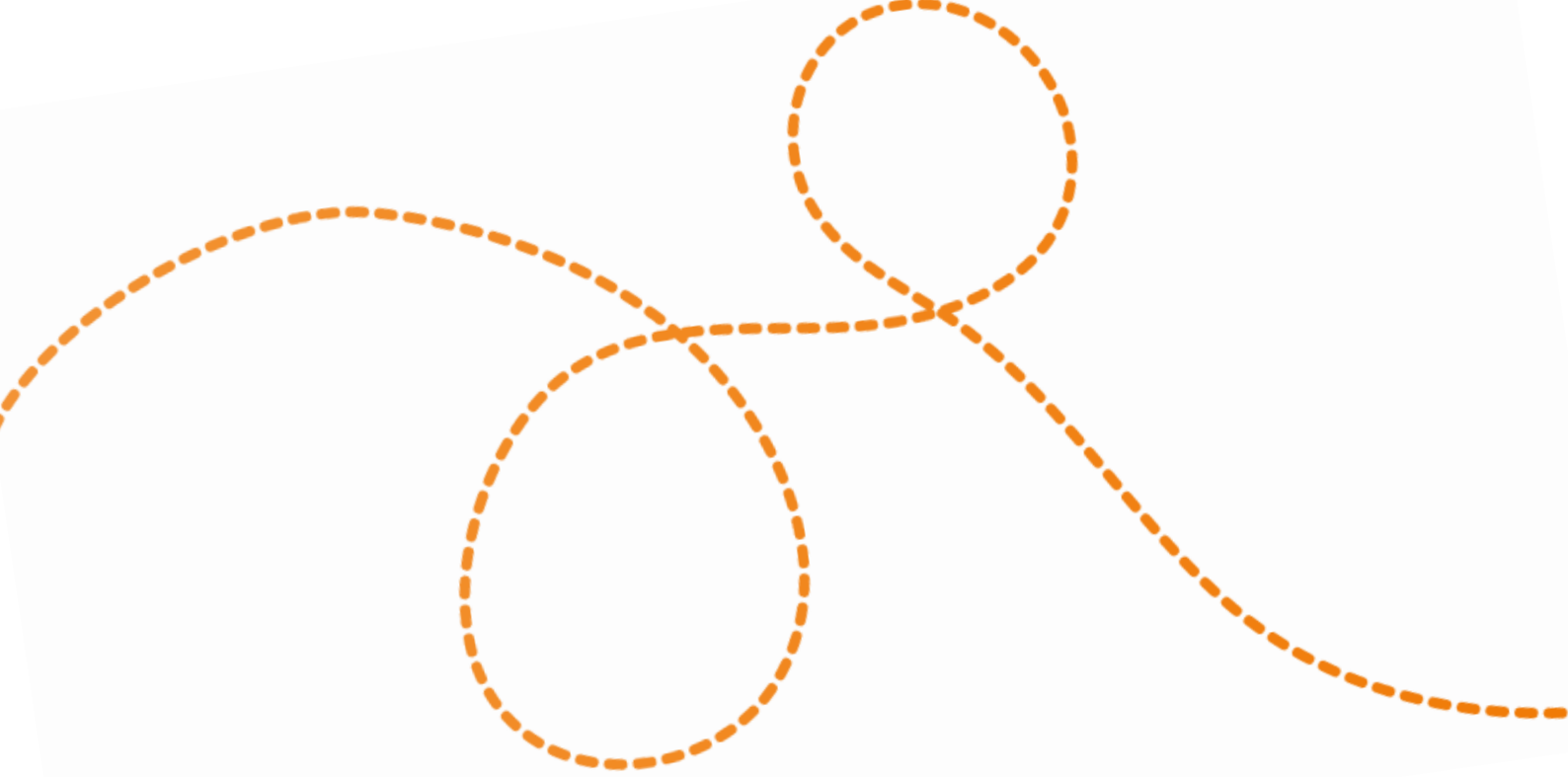
Complaints Procedure

What to do if you're not happy with our service:

- ... **Let us know!** We aim to provide a premium service to all customers in every situation. If you feel that we have not met our usual high standards or let you down, the first step is to let us know. You can contact us by telephone, email, web chat and social media.
- ... **We'll listen.** As a growing, customer-centric company, customer feedback is an extremely valuable asset. We'll ask questions about your experience, listen to what you have to say and log the details to see how we can avoid similar problems in the future.
- ... **We'll try to resolve your issue.** We pride ourselves on being a solution focused company and will always try to provide a fair and positive solution to the problem you have straight away. If we are at fault, we will own our mistake, explain what went wrong and offer to put it right.

If you're not happy with our solution:

- ... **Still not happy?** Write to us. We like to resolve issues before they become complaints, but in the event that you are still unsatisfied with our attempt to make amends then please email us with as much detail as possible to complaints@plusheat.co.uk.
- ... **We'll investigate.** Your complaint will be picked up by one of our Customer Success managers, who will introduce themselves and acknowledge receipt of your complaint within 1 working day. Your Customer Success manager will then take the necessary steps to gather information and look into the details of your complaint further. If we need any more information from your end, we'll let you know.



- ... **We'll discuss your complaint.** Your Customer Success manager will discuss their findings in our daily management meetings, to get to the bottom of what went wrong, how we can put it right for you and how we can prevent similar situations from arising in future.
- ... **We'll provide our solutions.** We know there's no one size fits all solution to a complaint, so we aim to provide you with a minimum of 2 different options or outcomes to your problem so you have complete control and can choose the answer which suits you best. Customer retention and word of mouth is fundamental to the success of our business, and customer satisfaction is at the core of everything we do, so we'll always do our best to resolve any issue as quickly as possible and to the expectations of our customers.

If we're still not coming to an agreement:

- ... We are truly sorry if our complaints process and attempt to put things right has failed to reach a resolution that you are completely satisfied with. If we can't agree a way forward, then you can contact [Citizens Advice](#) for independent advice. We will comply with any next steps which might mean us saying sorry, explaining what's gone wrong, fixing the problem, or giving a goodwill gesture.