



COMPLAINTS POLICY

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www.allianceenergysolutions.co.uk



COMPLAINTS POLICY

We are committed to providing a high-quality gas central heating and electrical services to all our clients. When something goes wrong, we will be most grateful if you can tell us about it as quickly as possible.

This will help us to improve our standards and correct the situation. If you have a complaint, please contact us, detailing the issues and problem you feel you have encountered.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter via post or email or both, acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our Directors, who will review your matter, file and speak to the member(s) of staff who acted for you.
3. We will invite you to a meeting at either our office or at your address (whichever you prefer) to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, our Directors will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for The Directors to review their decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the:

Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

The Directors
Alliance Energy Solutions Limited