

Our Service

It is the intention of BSW Heating Limited to provide a quality service, that is delivered fairly, courteously, and responsively by qualified staff who take pride in what they do. Sometimes however, things can go wrong. If this happens, we do our best to put things right and learn from our mistakes. This policy document explains how you can submit a complaint to us and take things further if you are not happy with the outcome.

When to make a complaint

You can follow our complaints procedure whenever you feel we have not provided an adequate level of customer service. This might be when we have not:

- Resolved a problem after it has been reported
- Returned your call or replied to your letter
- Been courteous and polite when dealing with your problem

How to make a complaint

- Email: customerexperience@bsw-heating.com
- Writing to us at: Customer Experience Team
BSW Heating Limited
3 Old Barn Lane
Kenley
Surrey
CR8 5AT

We will always treat your complaint confidentially and in accordance with our Equal Opportunity Policy.

The complaints procedure does not deal with everyday matters; like requesting a repair or the inability to schedule an appointment specific to your needs, these should be reported to our Contact Centre on **0800 953 1229**.

What happens when you complain?

We will acknowledge your complaint within 3 working days.

Please refer to these stages below for details on how your case could be handled.

Our target response times are:

Stage 1 – 10 working days

Stage 2 – 10 working days

Stage 3 – 10 working days following the Complaint Panels' decision

Please note: all timeframes shown are subject to the completion of all outstanding works. Additionally, we aim to adhere to the above, however this is a guideline due to operation commitments may mean we cannot make the timescales indicated.

STAGE ONE

- Your complaint will be handled by the Customer Experience Team, and you can expect to receive a response within 10 working days, subject to the completion of any outstanding works.
- The Customer Experience Team will investigate your complaint, by discussing with you what you would like us to do to resolve the problem.
- Your complaint will be referred to the appropriate Customer Relationship Manager for monitoring, while any outstanding works are completed.
- A timeline will be collated for review.
- A complaint response will be provided including the offer of compensation should this be an appropriate course of action.

BSW COMPLAINTS POLICY



- If you feel we have not addressed your complaint issues and you can provide additional information to support your case, you can take your complaint to the next stage of our procedure. Once you do this, your complaint will be moved to **Stage Two**. This can be submitted by email customerexperience@bsw-heating.com or in writing to our Kenley offices.

STAGE TWO

- Your Stage Two complaint will be referred to our Customer Service Manager, and you can expect to receive a response within 10 working days.
- The Customer Service Manager will investigate your complaint and liaise with the person who dealt with your complaint when it was at Stage One.
- The Customer Service Manager will check to see whether we have treated you fairly and reasonably.
- The Customer Service Manager will liaise with the appropriate Department Head where applicable to discuss the relevant aspects of the complaint.

Requesting a Stage 3 review.

If you believe your complaint warrants a Stage 3 review, we will require details of why the resolution of the complaint has not answered the original issues raised.

We recommend if you need additional support in providing this to BSW Heating Limited, we suggest you liaise with your Landlord or an alternative advocate to complete this.

STAGE THREE

- If you would like your complaint to be heard by a Complaints Panel, you should make a request in writing to the Customer Experience Team noting the case number previously allocated and "Stage 3 request" in the subject field.
- At this stage your complaint will be referred to a Director and the Department Head that the majority of the complaint falls under - herein after referred to as the Complaints Panel.
- The Complaints Panel will then make a decision within 10 working days, and you will receive their findings in writing. The decision of the Complaints Panel will be final and binding.

The findings will be either:

- The Complaints Panel upholds the conclusion of the Customer Service Manager at Stage Two

Or

- The Complaints Panel upholds your complaint and will then ensure it is dealt with accordingly.

When can BSW refuse to hold a Complaints Panel hearing?

We reserve the right to refuse to hold a Complaints Panel hearing when you:

- Are pursuing the complaint unreasonably
- Have refused access
- Are abusive or make unreasonable accusations against a member of staff

This procedure will be reviewed annually.

Signed

A handwritten signature in black ink, appearing to be 'Abbigail Meredith', written over a light blue horizontal line.

Abbigail Meredith
Customer Service Manager
BSW Heating Limited
May 2023