

## 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

\*Please note that a complaint must be raised within three months of the issue first arising, else it will not be acknowledged or processed.

## How to make a complaint

- Email: [customerexperience@bsw-heating.com](mailto:customerexperience@bsw-heating.com)
- Writing to us at: Customer Experience Team  
BSW Heating Limited  
3 Old Barn Lane  
Kenley  
Surrey  
CR8 5AT
- Call: You can request a manager call-back to raise your complaint

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

The complaints procedure does not deal with everyday matters, such as requesting a repair or scheduling an appointment specific to your needs, these should be reported to our Contact Centre on **0208 763 5300**.

## What happens when you complain?

We will acknowledge your complaint within 1 working day.

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

Our target response times are:

Stage 1 – 5 working days

Stage 2 – 10 working days

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 5 working days, subject to the completion of any outstanding works.

# BSW COMPLAINTS POLICY

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- 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, whilst any outstanding works are completed.
- A timeline will be collated for review.
- A complaint response will be provided to conclude the case.
- 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 to [customerexperience@bsw-heating.com](mailto: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 or Complaint Panel where applicable to discuss the relevant aspects of the complaint.
- A Stage Two response will be provided to conclude the case.

This procedure will be reviewed annually.

Signed

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

Abbigail Meredith  
Customer Service Manager  
BSW Heating Limited  
July 2024