

## Complaints Handling Policy

At Prestige Solar and Heating Ltd, we are committed to providing a high-quality service to our customers. When something goes wrong, please tell us about it to help us to improve our standards.

If you have a complaint, please contact us with the details via one of the following:

Post: Company Director  
 Prestige Solar and Heating Ltd  
 10 Savage Road  
 Lordswood  
 Kent  
 ME5 8DY

Telephone: 01634 313337 / 0800 4087 911  
 Email: info@kentsolar.uk.com  
 or prestigesolarandheating@hotmail.com

### What will happen next?

1. We will log your complaint with details such as time, date, method, and complete information, including your name, address, and nature of the complaint.
2. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
3. We will arrange to inspect the installation within twenty-four hours after receiving the complaint if you are without heating or hot water because of the situation. Otherwise, we will arrange to inspect the installation within seven days after receiving the complaint in all other cases where a home visit is appropriate.
4. We will then investigate your complaint thoroughly. We will review your matter and speak to the member/s of staff involved. If there is a possible safety issue arising from the complaint, we will report back as a matter of urgency.
5. We will then contact you with a detailed written reply to your complaint, including any suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter. We will try to find an agreed course of action to resolve the complaint speedily and effectively to your satisfaction.
6. At this stage, if you are still not satisfied, you should contact us again, and we will arrange to review our decision.
7. We will write to you within twenty-one days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
8. If we are unable to resolve any complaints using our own complaints procedure, as a Which? Trusted Trader, we use Which? for dispute resolution. In the unlikely event of a complaint arising which you wish to refer to them, please contact 029 2168 2171, or visit their website <https://trustedtraders.which.co.uk/articles/how-to-make-a-complaint>