



## Complaints Handling Policy

At Prestige Solar and Heating Ltd, we are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will 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](mailto:info@kentsolar.uk.com)  
or [prestigesolarandheating@hotmail.com](mailto:prestigesolarandheating@hotmail.com)

### What will happen next?

1. We will log your complaint with details such as time, date, method; and your full details including name, address and nature of 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 24 hours after receiving the complaint if you are without heating or hot water because of the situation; or 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 fully. 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 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>