

## Complaints Policy

Prestige Energy Limited always aims to ensure all customer complaints are handled quickly, effectively and to the best resolution possible for both parties. All complaints will be resolved in a reasonable timeframe and escalated to higher management as and when required.

We will always aim to ensure every complaint is handled competently and resolved in a reasonable timeframe.

### Reporting a Complaint

Complaints can be registered either via email or telephone on 0115 9680082. The main email address for complaints is [support@prestige-energy.co.uk](mailto:support@prestige-energy.co.uk). These details will be known by site operatives, surveyors and staff and shared with anyone wishing to make a complaint.

All employees will be trained to understand the complaints process and log a complaint should it be required. All instances of a complaint being logged will be required to be addressed within strict timeframes to ensure good customer service is upheld.

### Managing a Complaint

When a complaint is registered with a member of staff they will take down basic details of the address and customer and add them to our systems if they are not already logged. The complaint will then be fully noted and flagged in our eTech Property Hub which is central database of our working jobs and complaints.

This complaint will then be assigned to a specific member of staff to attempt to resolve, or to senior staff if it is a priority complaint or has been escalated further. All staff will engage clearly, fairly and courteously with anyone wishing to make a complaint.

Once the complaint has been officially logged an investigation will take place and may involve conversations with the complainant as well as site teams or other staff that may have been involved. If necessary complaints will be escalated to senior management or directors for further investigation.

Following the investigation, a report will be produced and communicated to the back to the complainant and any necessary remedial actions will be taken. Upon confirmation that they are satisfied with the steps taken, the complaint will be closed on our system. Our systems will hold a complete log of the complaint and noted updates which will be available on request.

Where a complainant is not satisfied with the result of the investigation, the issue will be escalated to a more senior manager. This manager will then investigate the complaint and produce a final report which will be communicated to the complainant and the issue closed.

Where a resident remains dissatisfied, we will notify them of further escalation arrangements as agreed with our client and/or any relevant ombudsman body.

Complaint management and resolution timescales will typically be agreed on a client by client basis but any complaint linked to health and safety or that is deemed urgent by our agents will be investigated as a priority. All complaints that are believed to be “Category 1” or “Type 1” fail for works carried out will be investigated immediately with urgency by a member of staff.

We always aim to resolve 100% of complaints as swiftly as possible and each query is given appropriate time and care by Prestige Energy staff to ensure that every complaint is handled professionally and effectively.



***Approved by Luke Ball – Managing Director (1<sup>st</sup> December 2017)***