

## CUSTOMER COMPLAINTS PROCEDURE

Our customers are important to us. We will always try to explain things in a straight forward, jargon free way. We also understand that sometimes things will not go as we intend them to so, if you have a complaint, we want to hear about it. We promise that we will try to resolve any complaints as quickly and fairly as possible.

So, when things do go wrong:

**Call us on 01383 270953** Most problems can be dealt with effectively with a quick telephone call. Our team are friendly, helpful and understanding and will do all they can to resolve your complaint as quickly as possible. Please note that all of our calls are recorded to ensure we deliver and maintain the highest levels of customer care.

If you feel our advisors have not resolved your complaint, you can then **raise a formal complaint** in one of the following ways:

**Write to us** You can do this by sending details of your complaint to our Operational Office at

Customer Care Department  
ATAG Heating Technology UK Ltd  
1 Masterton Park  
South Castle Drive  
Dunfermline  
Fife KY11 8NX

**Email us** You can send us an email using the address “[complaints@atagheating.co.uk](mailto:complaints@atagheating.co.uk)”

Make sure that your letter or email give us your contact details, policy numbers, boiler model and serial number and the full details of your complaint.

### What happens next?

If you write to us or email us, we will send you an acknowledgement confirming receipt. Our Customer Care team will then investigate your complaint and provide a Final Response within 20 working days of receipt. If we require more time then we will ensure that you are kept informed.

Our Final Response will always be in writing and it will:

- State whether the complaint has been upheld
- Give full and detailed reasons why the decision has been made
- Offer to revisit the decision if further evidence becomes available
- Advise what action and redress will be taken if the complaint is upheld
- Advise of next steps available if the complaint has been rejected

### What if my complaint is not resolved?

If you are not happy with the outcome, or if we have not met the timelines promised, you may then ask for a Senior Manager to review your case. This will be completed within 10 working days of your request.

### **Still not happy?**

If, at the end of our complaints process, you believe we have made an unjust decision or that we have not handled your case correctly, then you may escalate your complaint to the Financial Ombudsman Service (FOS). This must be done within 6 months of the date of your complaint.

The FOS is an independent review body which was set up by Parliament to sort out complaints between financial businesses and their customers. If something has gone wrong in a financial contract they have the power to put it right. Their fully independent decision will be binding on us. You must have followed the formal complaints procedure above before the FOS will agree to look at the complaint.

You can contact the FOS by using the following details:

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Telephone: 0800 023 4567

**Monday to Friday** – 8am to 8pm and **Saturday** – 9am to 1pm

You can use their online complaints form or, you can send a letter detailing your complaint to:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR