

Policy Statement

Project Better Energy is committed to providing an excellent service to our customers. Whilst every effort is taken to ensure customers receive an excellent customer experience, sometimes mistakes are made. If you have an issue with your experience, we need you to tell us. The information you provide will in turn help us to improve our service and standards.

Our complaints procedure has been set up to deal with expressions of dissatisfaction, however made about the standard of service, actions or lack of actions by us or our contractors affecting a customer or individual where a response is required. It is also an assurance that we have a consistent approach to following up and responding to complaints. This policy and our complaint database will be reviewed on a monthly basis by directors and service managers to ensure that any improvements to our service can be made, are identified and acted upon.

The objective is to ensure that all complaints are dealt with promptly, efficiently, courteously and systematically. And to ensure that customers are kept informed of the progress and outcome of their complaint.

How can complaints be made?

- By email to complaints@projectbetterenergy.com
- By speaking to a colleague in person or via telephone
- In writing
- By completing our complaints form

How we handle complaints and what will happen next?

We have a designated complaints officer who will ensure that your complaint is registered, acknowledged and responded to in accordance to our complaints handling process detailed below:

Stage 1

- Upon the complaints department receiving your complaint it will be formally recorded and allocated a reference number. An acknowledgement of receipt of your complaint will be sent to you within two working days in writing, e-mail or both (as per requested). We aim to deal with complaints as quickly as possible.

If we can resolve your complaint quickly by providing you with the information that you need or by taking action to put things right, we will do this within two working days. If it has not been possible to resolve your complaint at stage 1 or when a complaint requires a more detailed investigation and a written response it will be escalated to stage 2:

Correspondence Address: Unit 1 Lakes Court, Lancaster Business Park, Newborough Road, Needwood, Burton Upon Trent, DE13 9PD.

Registered office address: Witan Gate House, 500 - 600 Witan Gate West, Milton Keynes, Buckinghamshire, MK9 1SH

Telephone: 0800 756 6503

Email: complaints@projectbetterenergy.com

Stage 2

• If it has not been possible to resolve your complaint at stage 1 and it has been escalated to stage 2 your complaint will be reviewed by a departmental manager. You should expect to receive a full response in writing within 7 working days, or a letter explaining why further time is needed to investigate your complaint and details of when you should expect a full written response by.

If you are unhappy with the outcome of your complaint you may appeal this by logging a request for an appeal within 14 days of receiving your written response to your complaint. Once your request for an appeal has been logged your complaint will be escalated to stage 3 of the complaints procedure and you will receive a letter or email to acknowledge this.

Stage 3

• If the complainant is still unhappy outcome of their complaint or how it has been dealt with it will be referred to the Managing Director who will undertake a full investigation and liaise with all parties involved to try and resolve the matter amicably. You should expect to receive a full written response in relation to the outcome of the investigation.

Stage 4

• If at any time a dispute cannot be resolved amicably then both parties can refer the matter to an independent conciliation as a way of solving the situation. We must agree to conciliation if that is your wish. The conciliation service used is that offered by The Home Insulation & Energy Systems Contractors Scheme (HIES) and is described in their consumer code. It aims to reach a non-legal solution to the dispute in a reasonable timescale. (please see full Terms and Conditions).

As a consumer, you have legal rights in relation to services not carried out with reasonable skill and care, or if the materials we use are faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office. Nothing in this contract will affect these legal rights.

Third party dispute resolution

If we cannot resolve the matter between us, you have an initial choice of using 5 other parties to resolve problems depending on the nature of the problem:

- If it is a finance matter related to your loan please contact the lender directly. If they fail to resolve it, please contact the FCA or the Financial Ombudsman.
- If it relates to a matter other than finance you can refer it to HIES who are able to deal with the resolution of all aspects relating to contractual disputes.
- Or you could contact Stroma if it is a technical matter.

The contact details of all the above parties are provided to you below:

Shawbrook Bank Limited,

Lutea House,
Warley Hill Business Park,
The Drive, Great Warley,
Brentwood,
Essex,
CM13 3BE

Omni Capital Retail Finance Limited

Oak house,
Reeds Crescent,
Watford,
Hertfordshire,
WD24 4QP
01256 636287

FCA head office

25 The North Colonnade,
Canary Wharf,
London E14 5HS,
020 7066 1000

The Financial Ombudsman Service

Exchange Tower,
London,
E14 9SR,
0300 123 9123

Home Insulation & Energy Systems (HIES)

Centurion House,
Leyland Business Park,
Centurion Way,
Leyland,
PR25 3GR,
0344 324 5242

Stroma

4 Pioneer way,
Castleford,
WF10 5QU
0845 621 111