

Customer Feedback and Complaints Procedure



Kensa Utilities values its customers and their experiences. We want our customers' journeys into ground source heating to be positive, but sometimes things do not always go smoothly.

If, at any time you wish to express any dissatisfaction about any element of our services, products or how a complaint has been managed by ourselves or any person appointed to work on our behalf- we are here to listen and respond in a diligent manner.

Kensa Utilities appreciates and values feedback received from all customers which helps us to monitor our processes and make improvements where required. If you have had a poor experience with us, then we would like the opportunity to put it right. Of course, we are always happy to hear what we are doing well, so we can continue to provide great service to all our customers.

If we can resolve your complaint quickly and informally, we will. However, where you feel this has not been the case, you are welcome to refer to an Independent Complaint Handling Service or the Energy Ombudsman.

You may appoint someone to manage your complaint on your behalf. You must notify us of this person's name and contact details so we can consult with your representative directly, including sending correspondence about your complaint to your appointed representative.



Stage One



 If you have a complaint or wish to express dissatisfaction or concern then you* can contact us by emailing customerservices@kensautilities.com or by writing to us at Kensa Utilities, Mount Wellington Mine, Chacewater, Truro, TR4 8RJ detailing the cause for complaint, call us on 01872 862140 or use our Contact Us form on our website kensautilities.com



 Our Customer Manager will review the information and contact you directly within 15 working days of receiving, to request any further information and acknowledge receipt of your complaint

Three

 The Customer Manager will investigate the complaint and information provided within 10 working days of acknowledging receipt of complaint or receiving requested further information from yourself

Four

- Outcome- complaint upheld- we will apologise and tell you how we intend to resolve the matter
- Outcome- complaint not upheld- we will say why and tell you what else you can do

^{*}Or someone on your behalf such as a friend, family member or outside agency



Stage Two

One

• If you still feel your complaint has been unresolved you can ask for a secondary review with a Senior Manager within **one month**

Two

• Our Senior Manager will review the information provided and steps already taken in the investigation into your complaint. They will do this wihin 20 working days of receiving unresolved escalated complaint

Three

- Outcome- complaint upheld- we will apologise and tell you how we intend to resolve the matter
- Outcome- complaint not upheld- we will say why and send you a letter
- We endeavour to provide you with an outcome within 8 weeks from receipt of your original complaint

Four

• If your complaint is not upheld at this stage you have the right to make a complaint to the Energy Ombudsman. We will tell you how to do this



Independent Complaint Handling

Energy Ombudsman http://www.energyombudsman.org/

Energy Ombudsman: P.O Box 966, Warrington, WA4 9DF

0330 44 01624 (Mon-Fri 0800-2000, and Sat 0900-1300)

enquiry@energyombudsman.org

Citizens Advice Bureau www.citizensadvice.org.uk

0808 223 1133

Relay UK- if you cannot speak or hear on the phone, you can type what you want to say: 18001 then 0808 223 1133.

Welsh-speaking adviser: 0808 223 1144

The Heat Trust www.heattrust.org

Heat Trust c/o ADE 6th Floor 10 Dean Farrar Street London SW1H 0DX

info@heattrust.org