

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.

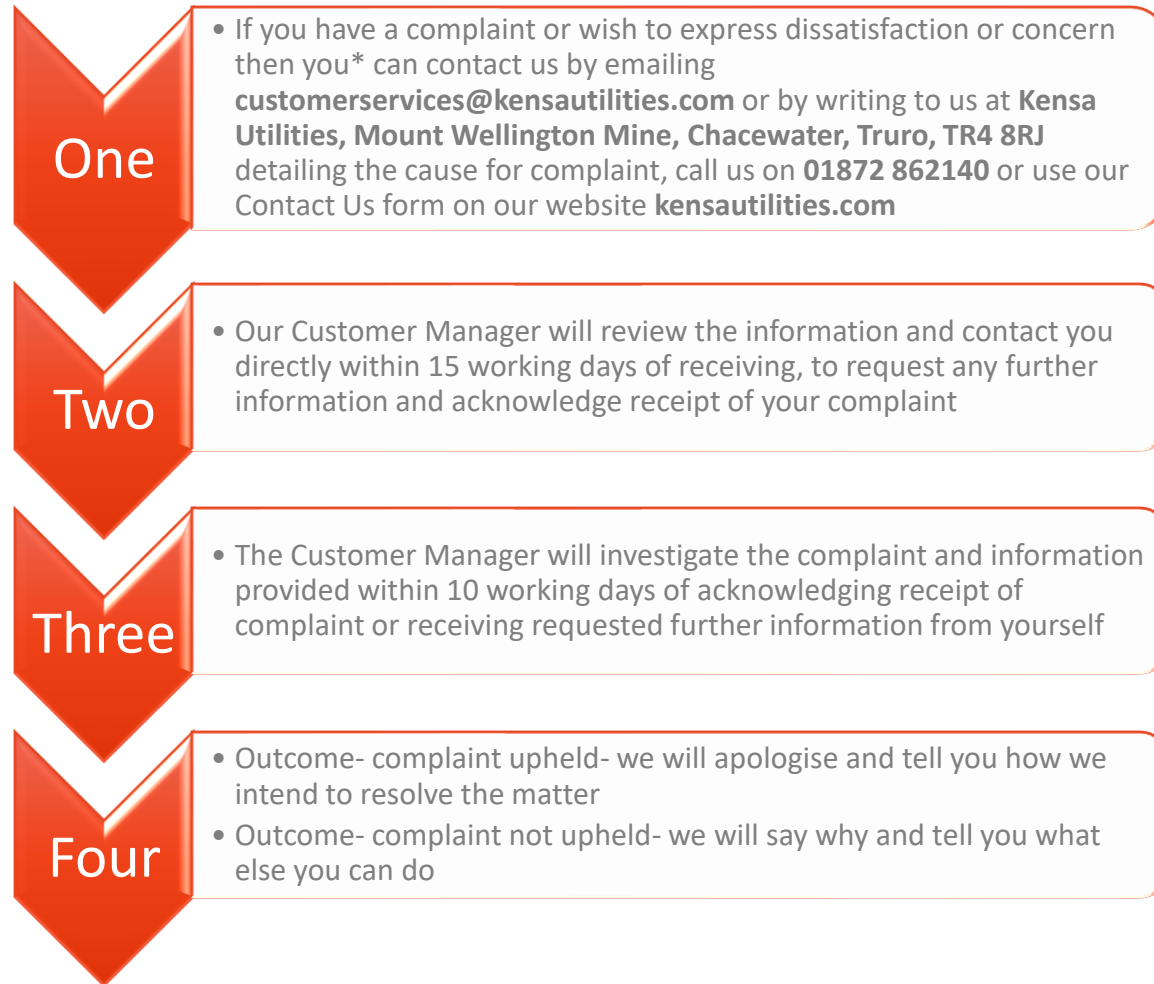
If, at any time you wish to express any dissatisfaction about any element of our services, products or how a complaint has been managed by ourselves or any person appointed to work on our behalf- we are here to listen and respond in a diligent manner.

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.

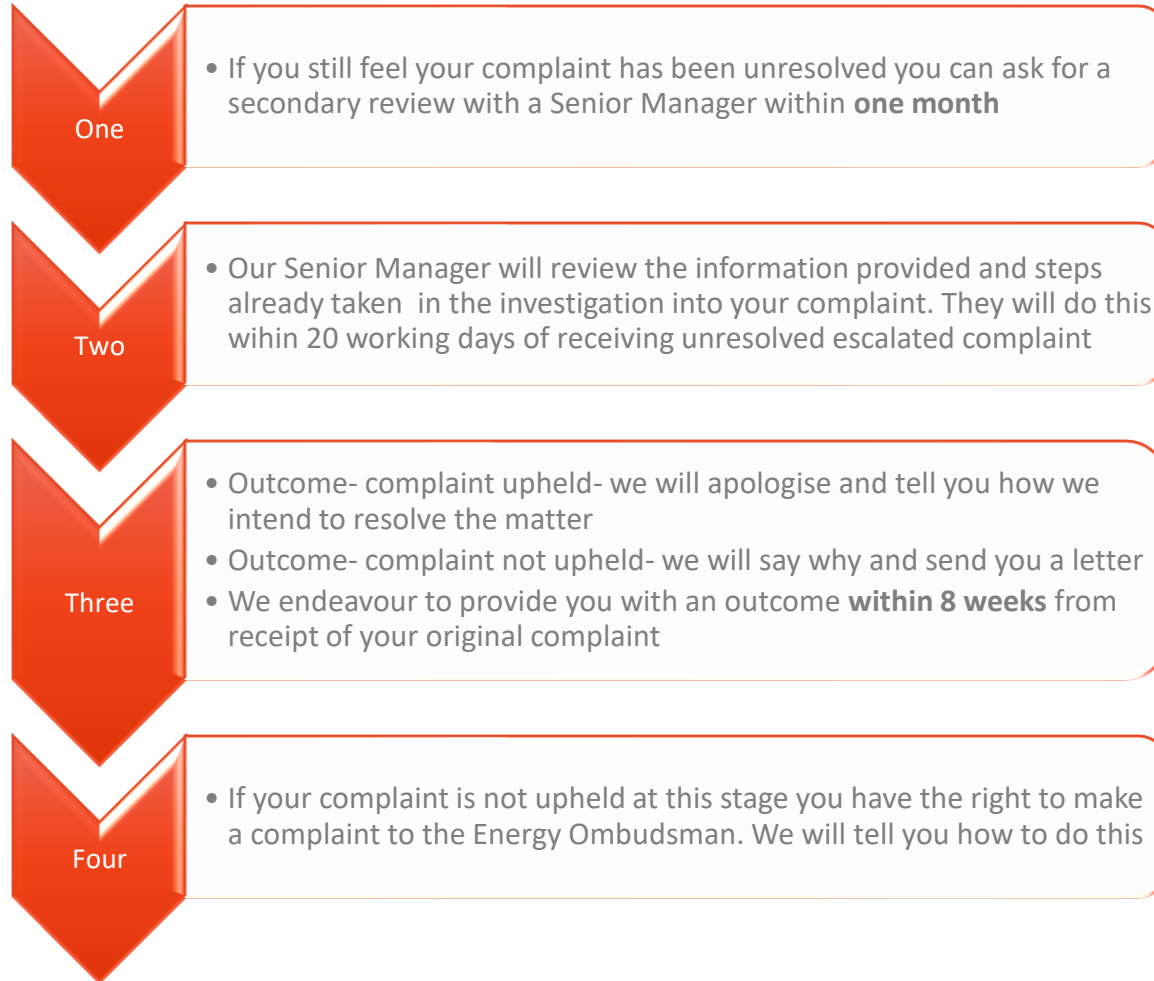
You may appoint someone to manage your complaint on your behalf. You must notify us of this person's name and contact details so we can consult with your representative directly, including sending correspondence about your complaint to your appointed representative.

Stage One



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

Stage Two



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