



COMPLAINTS PROCESS GUIDE

WITH EMAIL SCRIPTS

COMPANION GUIDE FOR THE
COMPLIMENTS AND COMPLAINTS HANDLING POLICY (CCHP)



A REPUTATION BUILT ON TRUST




AURAretrofit
www.AuraRetrofit.co.uk

WHEN IS A COMPLAINT A GENERAL ENQUIRY?

The difference between a complaint and a general enquiry is that a complaint is a formal and specific expression of dissatisfaction about a product, service or experience. It usually requires a further investigation, whereas a general enquiry can readily be explained, resolved and closed.

GENERAL ENQUIRY

- Respond to the general enquiry within the customer service team
- Call upon support outside of the customer services team as required
- No detailed investigation is required
- A resolution is readily reached and the customer satisfied

EXAMPLES OF GENERAL ENQUIRIES

- The need to rebook appointments and dissatisfaction shown
- Delay on repairs waiting on parts from a supplier
- Requests for missing documentation

ESCALATION

- If the general enquiry can't be resolved and the customer wishes to make a formal complaint, escalate to our CCHP

COMPLAINT – CCHP

INITIAL STAGE – COMPLAINT RECEIVED ON 'PHONE

- Add to complaint log
- Advise Aura has a CCHP process
- Notify complainant that we need a written response outlining the complaint
- If required send email outlining process EMAIL 1

STAGE 1 – COMPLAINT RECEIVED IN WRITING

- Update complaint log
- Send acknowledgement within 5 days EMAIL 2
- Notify insurers if required, seeking Director's advice
- Review by team leader/manager (may require Director's input)
- Arrange a site visit to investigate or to address complainant's concerns as required
- Update complaint log
- Send stage 1 response within 21 days of acknowledgement EMAIL 3

STAGE 2 – ESCALATION RECEIVED IN WRITING

- Update complaint log
- Send acknowledgement within 5 days EMAIL 4
- Review by director
- Update complaint log
- Send stage 2 response within 21 days of acknowledgement EMAIL 5
- Close complaint

STAGE 3

- Update complaint log
- Send acknowledgement of any further correspondence EMAIL 6
- Respond to arbitrator as requested
- No financial compensation to be agreed without Director consent

EMAIL 1 – RESPONSE IF COMPLAINT RECEIVED BY PHONE

Dear XXXXXXXX

Thank you for your telephone call.

You have notified us of your intention to make a formal complaint.

Please outline full details of your complaint in writing as set out in Stage One of our Company's Compliments and Complaints Handling Policy (CCHP)

We can assure you that Aura Retrofit Ltd takes any customer complaint very seriously and we will investigate this matter thoroughly.

If you have any questions or wish to provide any additional information, please email hello@auraheating.co.uk

Yours sincerely

Aura Retrofit

EMAIL 2 – INITIAL ACKNOWLEDGEMENT OF COMPLAINT RECEIVED

Dear XXXXXXXX

Thank you for your correspondence.

We have received your complaint, and we have now commenced our Stage One investigation.

For full details of our Compliments and Complaints Handling Procedure (CCHP) please click the following link: [Complaints-procedure.pdf](#)

Thank you for outlining the extent of your complaint and in the interests of expediency please notify us of any other outstanding issues, with supporting documentation if necessary, within 48 hours so that we have the opportunity to address all matters.

We can assure you that Aura Retrofit Ltd takes any customer complaint very seriously and we will investigate this matter thoroughly and aim to respond within the timescales outlined in our CCHP.

If you have any questions or wish to provide any additional information, please email hello@auraheating.co.uk

Yours sincerely

Aura Retrofit

EMAIL 3 – STAGE ONE RESPONSE

Dear XXXXXXXX

Further to our initial response acknowledging your complaint, we having investigated the matter and can report as follows:

We trust this brings the matter to a close.

Yours sincerely

Aura Retrofit

EMAIL 4 – ACKNOWLEDGEMENT OF STAGE TWO RESPONSE RECEIVED

Dear XXXXXXXX

Thank you for your correspondence

We have received your request to escalate your complaint, and we have now commenced our Stage Two investigation.

For full details of our Complaints Handling Procedure (CHP) please click the following link:
[Complaints-procedure.pdf](#)

We can assure you that Aura Retrofit Ltd takes any customer complaint very seriously and we will investigate this matter thoroughly and respond within the timescales outlined in our CHP.

If you have any questions or wish to provide any additional information, please email hello@auraheating.co.uk

Yours sincerely

Aura Retrofit

EMAIL 5 – STAGE TWO RESPONSE

Dear XXXXXXXX

Further to our initial response at Stage One of our CCHP, we having investigated the matter further and can report as follows:

We trust this brings the matter to a close.

Yours sincerely

Aura Retrofit

EMAIL 6

Dear xxxx

Thank you for your correspondence of XXXX

In our original email you were advised of our formal Compliments and Complaints Handling Policy (CCHP). Specific details of that have been provided in both previous Stage 1 and Stage 2 responses.

We have already advised we cannot enter into additional correspondence outside of this process.

(Select external parties or a specific one):

Stage 3 of our process is for the matter to be referred to (external parties/TrustMark/Gas Safe/Oftec/RICS/RECC/Financial Ombudsman/NICEIC) and we remind you of our CCHP here: [Complaints-procedure.pdf](#)

Yours sincerely

Aura Retrofit