

Compliments and Complaints Handling Policy (CCHP)

We value feedback from clients who are satisfied with our services. All compliments are recorded, and a copy sent to the relevant service manager to provide feedback to the member of staff or service.

We always strive to provide the best service and products for our customers. However, on rare occasions we recognise that there may be times when our customers may not be completely satisfied.

We aim to resolve complaints fairly, efficiently, and transparently, keeping you informed throughout the process. If we are unable to resolve your complaint to your satisfaction, we offer clear options for escalation.

We believe that every complaint is an opportunity for improvement, and we are dedicated to using your feedback to enhance our services.

To ensure we can put things right where we can, please read our CCHP procedure below and we will endeavour to resolve the matter as quickly as possible, and believe that, in most cases, complaints can be resolved informally.

If we need to inspect the system or visit to investigate the issue, we will do this within 7 working days of you notifying us. If you are without heating or hot water because of the issue that led to the complaint, we will endeavour to visit within 1 working day.

Stage 1 - If you have spoken with us about your complaint, please put the details of your complaint in writing.

We ask that you do this to make sure that we have a full understanding of the reasons for your complaint.

We will aim to acknowledge receipt of your complaint within 5 days and consider your complaint and conclude within 28 days of the acknowledgement. We may arrange a site visit to investigate and/or address your concerns if applicable.

Please send your written Stage One complaint to:

Aura Retrofit Limited, Bridgwater House, Unit 2 Haywards Business Centre, New Lane, Havant, PO9 2NL or email hello@auraretrofit.co.uk

Stage 2 - If we are unable to agree on how to resolve your complaint from a Stage One Response, then you can take your complaint for Final Review by a Director of Aura Retrofit Ltd.

We will aim to acknowledge receipt of your escalation request within 5 days.

The Director will issue a Final Response on behalf of Aura Retrofit Limited within 21 days of receipt of the acknowledgment.

Please send your written Stage Two complaint in writing.

Should you be satisfied with the outcome the matter will conclude; however, if we are unable to agree a resolution to your complaint you will have the opportunity to refer your complaint to the final stage of our complaint's procedure.

Home Heating and Energy Solutions

Stage 3 - In the event that you have exhausted our complaints procedure and would still like to escalate your concerns, you can get in touch with the following external bodies as appropriate:

- Grant-funded installations – TrustMark www.trustmark.org.uk
- Gas – Gas Safe www.gassaferegister.co.uk
- Oil – Oftec www.oftec.org
- Surveys – RICS www.rics.org
- Renewable Energy – RECC www.recc.org.uk
- Finance Agreements - Financial Ombudsman Service www.financial-ombudsman.org.uk
- Electrical works – NICEIC www.niceic.com

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