

Customer Complaints Policy

V004/0826

Our commitment

We are committed to listening to our customers' comments and complaints regarding our services and facilities with the aim of resolving any issues as well as improving the quality of our service. We will show this commitment by ensuring our complaints process is:

- Easy to access and understand, clear and simple to use
- Responsive to the reasonable needs of complainants
- Prompt, with established time limits for action, and keeping people informed of progress, especially when investigations take longer than expected
- Fair, with an opportunity for a full and impartial investigation
- Proportionate to the matters complained about
- Informative, by using lessons learnt from complaints to improve services and by reviewing the results of such changes.
- Reviewed by a Senior Manager on an annual basis

Right to Complain

We welcome feedback and complaints as an opportunity to improve our services. Customers will not be treated unfairly, disadvantaged, or subjected to any detriment as a result of making a complaint in good faith.

When we respond to complaints, customers can expect us to:

Take their concerns seriously

- Upon receipt, a complaint will be allocated to the relevant team for investigation. The complainant will be kept updated on the progress of their complaint and notified of any key developments.
- Be factually correct
- Deal with their complaint promptly
- Avoid jargon
- Answer all their points of concern
- Be flexible in the way that we communicate with our customers
- Provide reasons for the decision reached on a complaint

- Explain the next steps available if the customer is still dissatisfied and provide contact details (address, telephone and email) including those of the relevant ombudsman service if relevant.

Our complaints process will be:

- Frank, open and impartial, avoiding any bias in favour of any party
- Thorough, finding out the relevant facts, taking views from people involved on both sides of the complaint and verifying explanations where possible
- Equitable, treating people in similar circumstances in similar ways
- Non-discriminatory, those who make a complaint can be assured that they will not be subjected to discrimination or retaliation as a result of complaining.

Who does this policy apply to?

The policy applies to all those we serve or have dealings with, whether visiting, writing, emailing or telephoning. These include members of the public, commercial organisations and Government bodies. It also applies to contractors, suppliers and any other individual or organisation that has business with our company.

What is a complaint?

We define a complaint as an expression of dissatisfaction with our service, no matter how expressed and whether justified or not, that requires a response or further action on the part of our company.

How can our customers comment or complain?

We welcome views on our service and will respond to comments and complaints, however presented, whether, in writing, by telephone or email.

Tel: 01372 738952

Email: feedback@agilityeco.co.uk

Postal: AgilityEco

2nd Floor, Walker House, George Street, Aylesbury HP20 2HU

Our complaint handling process

Our aim is to resolve complaints in a prompt and efficient manner.

A member of company staff will acknowledge receipt of a complaint within three working days (the day the complaint is received being Day zero). Our acknowledgement will generally be in writing, sometimes to confirm information given in a telephone call but also to let the customer know who will deal with the complaint.

In the event of a category 1 health and safety concern the complaint will be acknowledged within one working day.

All complaints will be logged under the appropriate scheme complaints register, which includes the nature and status of the complaint.

A full response for internal complaints (defined as complaints relating to AgilityEco personnel) will normally be sent to the complainant within ten working days.

If a complaint requires us to implement another policy (such as a disciplinary policy) as part of the investigation, we will write to let the complainant know that this is happening, and how long it is likely to take. In situations where the process is lengthy, we will keep them informed of progress at least once every four weeks.

External complaints are complaints relating to the actions, services, workmanship, conduct, or decisions of third-party organisations, including assessors, installers, contractors, or their representatives involved in scheme delivery.

Step 1:

As the contract for services is held between the customer and the installer, customers should, in the first instance, contact the company who attended their home. With the customer's assistance, the company involved in the works must attempt to resolve the issues.

Where a complaint relates to work undertaken by a third-party contractor, that contractor will be responsible for investigating and proposing any resolution. While we may facilitate communication and monitor progress where appropriate, we do not have authority over the final outcome of the complaint or any remedial actions, compensation, financial settlements, refunds, or goodwill payments offered by the third party. Any such decisions remain solely the responsibility of the contractor involved.

Step 2:

Where a customer engages with the installation company and progress is not achieved within an agreed timescale, AgilityEco can investigate the matter and work with all parties to help resolve the complaint. Investigations can take up to 28 days.

Step 3:

Where a complaint relates to a third-party contractor and cannot be resolved to the customer's satisfaction, we will, where appropriate and available, provide information about alternative sources of support, advice, or escalation routes. This may include relevant regulatory bodies, accreditation schemes, dispute resolution services, ombudsman services, warranty providers, or consumer advice organisations. While we cannot influence the outcome of any independent review or dispute process, we will seek to ensure that customers are aware of the options available to them for pursuing their concerns further.

Our Internal Complaints escalation process:

If a customer remains dissatisfied with the handling of an internal complaint, they may request that the complaint be reviewed at the next level of management. The complaint may progress through the following stages:

1. Customer Service Team
2. Customer Service Team Manager
3. Project Manager
4. Operations Director

The decision of the Operations Director will constitute the final stage of AgilityEco's internal complaints process.

Feedback

We welcome any comments on the fairness and efficiency of the complaint's procedures and the effectiveness of our replies to complaints. We will ask people who have made a complaint whether they are satisfied with the way their complaint was handled and the outcome. Sometimes we will use surveys to do this. We will take account of all feedback in annual reviews of our procedures.

Confidentiality

We respect the need for confidentiality when a complaint is made, both for the complainant and for members of staff who have a complaint made against them. We aim to investigate complaints with sensitivity, preserve confidentiality, and to share information only when it is a necessary part of the investigation. When storing and sharing customer data, we will always act in accordance with our Data Protection policy.

Staff training

Receiving and responding to comments and complaints about our service is an integral part of providing great service. We will train our staff in our complaints procedures and ensure they understand the value of comments and complaints, so that they can carry out their roles and responsibilities with confidence.

Policy for dealing with unreasonably persistent enquiries

Where a complaint has been fully investigated and a final response has been provided, we may decline to enter into further correspondence on the same issues unless new and relevant information becomes available. Before doing so, we will inform the customer that the matter has reached the end of our complaints process and explain the reasons for our decision.

Complaint Records

Records will include the nature of the complaint, actions taken, correspondence exchanged, outcome, and any corrective actions implemented.

Summary

Key points of our Customer Complaints Policy:

- We are committed to handling complaints fairly, professionally, and in a timely manner.
- Complaints can be submitted by telephone, email, or post using the contact details provided in this policy.
- All complaints will be acknowledged within **three working days**, or within **one working day** where a Category 1 health and safety concern is reported.
- Internal complaints relating to AgilityEco staff or services will normally receive a full response within **ten working days**.
- All complaints will be recorded and monitored to ensure they are managed appropriately and to identify opportunities for service improvement.
- We will keep customers informed of progress throughout the investigation process, particularly where delays occur.
- We aim to communicate clearly, avoid unnecessary jargon, and explain the reasons behind our decisions.
- Customers will not be treated unfairly or disadvantaged for raising a complaint in good faith.
- Where complaints relate to third-party assessors, installers, or contractors, customers should first raise their concerns directly with the organisation responsible for the work.
- AgilityEco may assist by facilitating communication and monitoring progress, but we cannot determine or influence the final resolution offered by third-party contractors, including decisions regarding compensation, refunds, financial settlements, remedial works, or goodwill payments.
- Where a third-party complaint remains unresolved, we will, where appropriate, provide details of alternative support, advice, or escalation routes.
- We will make reasonable adjustments to support vulnerable customers and those with additional communication or accessibility needs.
- We treat complaint information confidentially and process personal data in accordance with our Data Protection Policy.
- We use feedback and lessons learned from complaints to improve our services and customer experience.
- This policy is reviewed annually to ensure it remains effective, fair, and up to date.

Our objective is to resolve complaints wherever possible, learn from customer feedback, and continuously improve the services we provide.

Policy statement updates: we may revise these terms at any time by updating this document. We will detail the version of the policy in the footnote of the document.