

Complaints Policy

At Batteries & Solar, we do everything we can to make sure our customers get the best products and services possible. However, sometimes we may not get things right the first time.

When that happens, we want you to tell us what went wrong so we can put matters right.

We want to:

- Make it easy for you to tell us what went wrong.
- Give your complaint the attention it deserves.
- Resolve your complaint fairly without delay.
- Make sure you are satisfied with how your complaint was resolved.

If a Service or Product has not met your expectations and you want to place a formal complaint, please follow the below policy. If you are not completely satisfied with our service or product provision, we would like to hear about it so we can do something to put it right.

The principle assigned to deal with complaints is:

Batteries & Solar Complaints Manager 61 St Modwen Road Plymouth Devon PL6 8LH

Email: sales@batsol.co.uk

Please be aware that all formal complaints **must** be placed in writing, or they will not be processed under this procedure. A written complaint can either be made in writing, or by email.

Duration of a formal complaint

We aim to resolve your complaint as soon as we receive it, however in some circumstances this is not always possible. If we are unable to resolve your complaint immediately, we will contact you within three business days to advise you of:

- Why we have not resolved your complaint.
- Who is dealing with your complaint.

- When we will contact you again.

We will aim to resolve your complaint quickly, but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update, please call us on 01752 656270 and ask to speak to the person handling your complaint.

Complaint closure and mutual satisfaction

Once an outcome or resolution has been created, we will advise you of how we are planning to resolve your complaint.

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for delay and an indication of when we expect to provide a final decision.

OR

- Issue our final decision letter which will explain our final position.

If you are not happy with the outcome of your complaint

If you wish to progress your complaint further, you have the following options:

- Contact us directly to specify why you are not happy with the outcome of your complaint. Please include any additional information that will help your complaint and we will allocate this to a different complaints manager.

OR

 Seek advice from Citizens Advice who can be found <u>https://www.citizensadvice.org.uk/</u>