

Complaint Policy

Complaint Procedure for Chancery Consulting Ltd trading as Solarwise & EV Services

- All our staff are aware of our complaints procedure and know what to do if a complaint is received.
- If you have a complaint regarding a member of staff or the products and services we have provided, we want to know about it and will endeavour to resolve it as quickly as possible.
- We aim to investigate all complaints fairly, efficiently and in a reasonable timeframe. All complaints will be handled in a consistent manner.
- Complaints will be treated sensitively, confidentially and in accordance with the HIES Scheme Rules and Code of Practice, which is the Consumer Code we adhere to (You will have received a copy of these with your contract) and in line with GDPR.
- We aim to resolve complaints effectively and will ask whether you are satisfied with the resolution and if your complaint was handled fairly and appropriately.
- We view complaints as positive feedback and, where appropriate, will act constructively to avoid a recurrence. Complaints are reviewed regularly to identify trends, which we may need to investigate further.
- Complaints can be made verbally (by telephone or in person) and by email or letter.
- When we receive a complaint the complaint handler, Manan Shah, will record it in the complaints log.
- Your complaint will be delegated to a suitable member of staff for investigation. They will acknowledge in writing within 3 working days of receipt, confirming who they are and when you can expect a further response.
- We endeavour to complete investigations and reach a satisfactory resolution within two weeks of receipt. In the unlikely event that the investigation takes longer, we will send you a progress report with an anticipated date for a final response, not more than 2 weeks later.
- The final response will contain details of actions taken during the investigation, the findings and resolution.
- If at any time you are not satisfied with how we are handling your complaint, you may refer your case to HIES, to request mediation, by telephoning [0330 335 3354](tel:03303353354) or alternatively, via the HIES website <https://www.hiesscheme.org.uk/>
- If all avenues have been exhausted and you remain unhappy, you can refer your case to The Ombudsman, who is entirely independent.
- The implementation of this policy and overall responsibility lies with senior management, who will review on a regular basis and update if necessary.

How to make a complaint:

- **Stage 1:** We aim to resolve complaints as quickly as possible and believe that, in most cases, complaints can be resolved informally. As such please contact us as soon as possible if you have a grievance. If you contact us by telephone or in person, make a note of the person you have spoken to. Make a note of any resolution offered immediately and whether you are satisfied with the outcome. If you are not happy with the resolution offered, you may take the complaint to the formal stage.
- **Stage 2:** Record your complaint in writing and send it to:
Chancery Consulting Ltd trading as Solarwise & EV Services
UNIT 6 EUROPE WAY
BRITANNIA ENTERPRISE PARK
Lichfield
Staffordshire
WS14 9TZ.
info@solarwiseev.co.uk
- You will receive an acknowledgment within 3 working days of receipt of your written complaint. Please include your telephone number and e-mail address. We may contact you by telephone to ensure that we have understood your complaint properly. Your complaint will be recorded in our complaints' log and assigned for investigation. You will receive a detailed response within 14 working days of receipt of your complaint, unless the investigation takes longer, which may involve a site visit. In which case you will receive a progress report and an expected date for when you will receive a final reply. This will be no longer than 14 working days later.
- **Stage 3:** In the event of an unresolvable issue, You can refer Your case to Our nominated alternative dispute resolution provider through HIES, QA Scheme Support Services LTD and the Dispute Resolution Ombudsman, HIES Can be contacted at Centurion House, Leyland Business Park, Centurion Way, Farington, Leyland, England, PR25 3GR or info@hiesscheme.org.uk. We agree, in the event of a dispute, we will exclusively attempt to resolve the dispute through using HIES's alternative dispute resolution services.

CLOSING A COMPLAINT

We will consider a complaint closed when we have made our final response to the customer.

This does not prevent a customer from exercising any rights they may have to refer the matter to the FINANCIAL OMBUDSMAN SERVICE.

Our final response must include;

- If we accept the complaint and, where appropriate, offers redress or remedial action
- Offers redress or remedial action without accepting the complaint
- Reject the complaint and we will give our reasons for doing so

- Provide our customers with a copy of the FINANCIAL OMBUDSMAN SERVICE standard explanatory leaflet and the contact details including full postal address, phone number, email, and a link to their online complaint form.

If the customer remains dissatisfied, they will be informed that they may refer their complaint to FINANCIAL OMBUDSMAN SERVICE.

Financial Ombudsman Service

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

The customer will be informed that they have the right to refer their complaint to the FINANCIAL OMBUDSMAN SERVICE, free of charge but you must do so within six months of the date of our final response letter.

If they do not refer their complaint in time, the Ombudsman will not have our permission to consider the complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances. The Ombudsman might not be able to consider your complaint if:

- Outside the allocated time frame of more than six years ago, and
- The complaint was more than three years after they realised (or should have realised) that there was a problem.
- If we think that the complaint was made outside of these time limits, but this is a matter for the Ombudsman to decide.
- If the Ombudsman agrees with us, they will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

Contact Details For The Financial Ombudsman Service

The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Tel: [0800 023 4567](tel:08000234567) (free for most people ringing from a fixed line) or [0300 123 9123](tel:03001239123) (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad).

Email: complaint.info@financialombudsman.org.uk Website: www.financial-ombudsman.org.uk You can make a complaint through one of the FINANCIAL OMBUDSMAN SERVICES online forms, and find out more about the information you'll need to have to hand before you start filling the form in. Make a complaint online (financial-ombudsman.org.uk)