

Warm Low Living Customer Complaints Procedure



Introduction: Warm Low Living is committed to delivering high-quality services and product to all our customers. If something goes wrong, we want to know so that we can put it right, learn from it, and improve our services for the future. This procedure sets out how you can raise a complaint, what you can expect from us, and how we will work with you to achieve a fair and satisfactory resolution. We are committed to handling complaints promptly, fairly and transparently. We recognise complaints as an opportunity to improve our products, services and customer experience.

Accessibility: We are committed to ensuring our complaints process is accessible to all customers. If you require assistance in making a complaint or require this procedure in an alternative format, please contact us and we will make reasonable adjustments wherever possible.

What is a Complaint: A complaint is "An Expression of dissatisfaction, however made, about an installation, the standard of service, actions, or lack of action by Warm Low Living, or anyone acting on its behalf, affecting an individual or group"

Our Commitments: When you make a complaint, we will:

- Make it easy for you to tell us what went wrong
- Acknowledge your complaint promptly
- Treat your complaint fairly. Consistently, and impartially
- Investigate the matter thoroughly
- Keep you informed throughout the process
- Take responsibility for issues relating to our work and services
- Provide a clear response within agreed timescales
- Identify and implement corrective actions where necessary
- Explain your right to escalate your complaint if you remain dissatisfied.
- Use complaint feedback to continually improve our business

How to Raise a complaint: You can contact us in any of the following ways:

In Writing: Warm Low Living West Yorkshire Joint Services, Nepshaw Lane South, Morley, Leeds LS27 7JQ

By Phone: 0800 2294083

By Email: complaints@warmlowliving.com

Please provide:

- Your Name and contact details
- Installation address (if applicable)
- A description of the issue
- Any supporting evidence
- What resolution you would like us to consider

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Our Complaints Process:

Acknowledgement: We will acknowledge your complaint within 2 working days of receipt, informing you of the name and contact details of the complaint handler, of the complaint handling process and including a timeline for the investigation and resolution.

Investigation: the relevant complaint handler will investigate the complaint, gather evidence, and determine the root cause. Investigations will be thorough and impartial.

Resolving Complaints: a proposed resolution will be communicated to the customer within 10 working days (if this is urgent this will be reduced to 5 working days). Once agreed, actions will be taken to resolve the issue. Resolutions will be fair and aim to restore the customer's trust in our services.

Our response will include:

- Investigation findings
- Any actions to be taken
- Any proposed remedial work
- Any agreed timescales
- Details of how to escalate the complaint if you remain dissatisfied

If we need more time: If the investigation cannot be completed within the target timescales, we will explain the reason for delay, provide regular updates and agree revised timescales where appropriate.

Closure and Follow-up. Once resolved, the complaint will be marked as closed on our system. A Follow-up will be conducted to ensure the customer is satisfied with the resolution. Any lessons learned or procedural changes identified during the complaint process will be documented and implemented.

Escalation: If a complaint cannot be resolved within 10 working days, it will be escalated to senior management. Customers will be informed of the escalation process and any extended timelines.

If You Remain Dissatisfied: If you have completed our complaints procedure and remain dissatisfied. You can escalate your complaint further.

For Solar PV and Battery Storage: MCS: MCS has central complaints point and can be contacted via email mcsc complaints@mcscertified.com or by phone 0333 1038130. Further information on the scope of complaints can be found in the MCS Complaints Policy: <https://mcscertified.com/standards-tools-library/>.

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For Fabric and Heating Measures: Certification Bodies: Where relevant, complaints may be referred to our Certification Bodies for further review they can be contacted via email www.theiaa.co.uk/complaints-procedure/ www.napit.org.uk/complaints

Alternative Dispute Resolution (ADR) If the complaint is not resolved through the MCS Complaints process, you may engage with the Alternative Dispute Resolution (ADR) provider appointed and funded by MCS. MCS's ADR partner is the Dispute Resolution Ombudsman (DRO).

What is an Alternative Dispute Resolution: ADR is a way to resolve disputes without going to court. It helps consumers and businesses settle disputes fairly and quickly, an independent expert reviews the issue and makes a decision. **Warm Low living will full cooperate with any ADR process.**

Confidentiality and Data Protection: Complaints will be handled confidentially, and personal information will be processed in accordance with our Privacy Policy and applicable Data Protection legislation. Information will only be shared where necessary to investigate and resolve the complaint or where required by law.

Unreasonable or Vexatious Complaints: We are committed to treating all complaints fairly and respectfully. However, where behaviour becomes abusive, threatening, discriminatory, or unreasonably persistent, we reserve the right to manage communications appropriately while continuing to deal with the substance of the complaint objectively and fairly.

Monitoring and Review: Complaint performance and trends will be reviewed periodically by management to:

- Identify recurring issues
- Measure response and resolution times
- Assess customer satisfaction
- Identify training requirements
- Monitor the effectiveness of corrective actions
- Drive continual improvement across the business

Lessons learned from complaints will be communicated to relevant employees and subcontractors where appropriate.

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