



SMART ECOGEN

SUSTAINABLE ENERGY

COMPLAINTS PROCEDURE

We are committed to providing high quality products and services for all our customers. Of course carrying out installations on properties of all types and ages can be complicated, we recognise that very occasionally things can go wrong.

If a customer has a query or complaint we want to know as soon as possible to help us put things right promptly.

In order to fulfil our commitment to resolving complaints effectively we direct customers to contact our Head Office with details and a description of their problem. This can be done by way of telephone (01133 504642) or email customerservice@smartecogen.com.

Customers can also write to us at:

Smart Ecogen Ltd
Smart Ecogen House
Unit 8, Fieldhead Business Centre
BD7 1LN

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However the customer contacts us, we will:

- Let them know we've received their query
- Tell them who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within one working day
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend within fourteen days if a visit to the property is needed
- Keep them regularly informed of progress throughout

