



CUSTOMER COMPLAINTS AND FEEDBACK PROCEDURE

We are committed to ensuring that our customers receive the best possible service from EG Electrical Ltd. However, we recognise that, sometimes, some of our customers experience problems.

We also recognise that complaints are a valuable form of feedback on our service delivery. We use this feedback to identify the root causes of complaints and to ensure that improvements are made to our processes for the benefit of both our customers and ourselves in future.

These are the promises we make to all customers who raise issues with us:

- We will listen to you and make every effort to understand the reasons for your complaint. We care about why you are dissatisfied.
- We will endeavour to resolve your problem at your first point of contact.
- We will take ownership of your complaint to ensure resolution.
- We will offer fair solutions quickly.
- We also welcome positive feedback from customers about our services and staff.

How do I complain or give feedback to EG Electrical Ltd?

Informal procedures

If you have a named contact in EG Electrical Ltd, make your initial complaint or give your feedback to them. If you don't have a named contact, our Customer Contact Centre will do their best to resolve your complaint there and then.



Phone: 0116 2718 777



Email: admin@egelectrical.ltd

At EG we take any feedback very seriously and will take responsibility for any issues with the installation and work with you to rectify any works quickly and safely.

If your complaint cannot be dealt with immediately, or if the matter you are concerned about is very serious, you should use our formal complaints procedure.

Formal procedures

Formal complaints and feedback can be made in writing, by e-mail, to any member of EG Electrical Ltd staff. Our staff will make sure that your complaint is entered into our formal complaints process. We will acknowledge your complaint within two working days.

We will acknowledge a complaint within two working days and respond effectively.

Our target will be to provide you with a considered response & resolution within 10 working days of receiving your complaint.

If for some reason we cannot resolve the matter within 10 working days, we will keep you informed of the delay, the reasons for it, and will give you a date by which we will be able to give you a full reply.

What if I'm unhappy with the response to my complaint?

If you are unhappy with the response we make to your formal complaint, please write, within one month, to:



Customer Relations
E G Electrical Ltd
Unit 16b, Illiffe House
12 Illiffe Avenue
Oadby
Leicester
LE2 5LS

The Customer Relations manager will review your complaint and our response to you on behalf of our Director. A reply will then be sent to you within 10 working days.

Is there anyone I can complain to outside EG Electrical Ltd?

You can use the MCS complaints process if you're unhappy with the outcome of your complaint. Use this address to find out the details:

<https://mcscertified.com/consumers/consumer-complaints/>

Or you can take part in Alternative Dispute Resolution (ADR) with our provider, if a resolution that you both agree on, can't be reached through the MCS complaints process. Use your feedback to improve how they do things in the future

You can ask an Ombudsman to look at your case. You must normally submit your request to the Ombudsman within 12 months of first raising the matter with EG Electrical Ltd.

You can contact the British and Irish Ombudsman Association (BIOA) at:

94 Milner Drive,
Twickenham,
Middlesex,
TW2 7PJ

E-mail: secretary@bioa.org.uk

Complaints about assessment and quality assurance

Complaints or feedback about the assessment and quality of on offer from EG Electrical Ltd should be referred to the managing director.

If you are dissatisfied with a decision on an assessment, our appeals process must be used. These must be addressed in writing to:

The Director
E G Electrical Ltd
Unit 16b, Illiffe House
12 Illiffe Avenue
Oadby
Leicester
LE2 5LS

E-mail: info@egelectrical.ltd

Complaint Form

Customer Name:

Date Sent:

Address:

Date Received:

Date of Works:

Works Carried out

Warranty/Guarantee:

Nature of Complaint

Recommendation

Next Steps

PLEASE USE EXTRA PAGES IF NECESSARY