



Heatseal  
Insulation Ltd

## Complaints Procedure



# Complaints Procedure

## Heatseal Insulation

Updated April 2020

### Complaints Manager contact details

Name:

Telephone: 0800 023 5282

E-mail: [info@heatsealinsulation.co.uk](mailto:info@heatsealinsulation.co.uk)

### Our Procedures

Any verbal or written complaints will be referred to our complaint's manager at the first opportunity, or to a member of the senior management if the complaint's manager is unavailable. Heatseal will also

- Promptly acknowledge the complaint in writing
- Record details on the firm's system
- Make contact to seek clarification on any points where necessary
- Investigate the complaint fully
- Keep you informed of our progress during investigation
- Discuss with you our findings and proposed response
- Ensure that our firm partners have a compliant complaints procedure and are communicating with their customer using the procedure
- Provide clear deadlines to respond

You will receive contact from us advising on progress if we cannot respond immediately. We will give you our final response as soon as possible, no later than eight weeks.

### Heatseal Insulation

Customers may express dissatisfaction to us about our products and services. We will establish whether the complaint relates to the information given, the firm or the installation and service. If this is unclear, this must not delay investigation and Heatseal will proceed with our own investigation. The complaints manager will review the matter and take the complaint to the firm for them to investigate, where they will provide a written explanation and any supporting information. Supporting information includes photos, remedial satisfaction notes or checklists.

### Investigation

The complaints manager will establish the nature and scope of the complaint having due regards to the Financial Conduct Authority:

- Deal with complaints fairly and promptly
- Give complainants clear replies and, where appropriate, fair redress

### Eligible Complainants

It is the firm's policy to treat all complainants the same, however, *eligible complainants* are legally defined and have additional rights in law that we acknowledge and adhere to.

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## The Financial Conduct Authority complaints rules apply to complaints:

- Made by, or on behalf of an *eligible complainant*;
- Relating to regulated activity;
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience;

## Final response

This will set out clearly our decision and the reasons for it. If compensation is then offered, a clear method of calculation will be shown.

The firm must include details of the Financial Ombudsman Service in the final response if dealing with an *eligible complainant* and a regulated activity, we will:

- Explain that the complainant must refer the matter to the ombudsman within six months of the date of this letter or the right to use this service is lost
- Indicate whether we consent to waive the relevant time limits.

## Complaints Settled within 3 business days

Complaints that can be settled to the customer's satisfaction within 3 business days can be communicated and recorded differently.

Where we consider a complaint to be resolved to the customer's satisfaction under this section, the firm will promptly send a '**Summary Resolution Communication**', being a written communication from them which:

- (1) refers to the fact that the customer has made a complaint and informs them that they now consider the complaint to have been resolved to the customers satisfaction;
- (2) The firm will tell the customer that if they subsequently decide that they are dissatisfied with the resolution of the complaint they may be able to refer the complaint back to the firm for further consideration or refer the complaint to the Financial Ombudsman Service;
- (3) Provide the website address of the Financial Ombudsman Service; and
- (4) Refer to the availability of further information on the website of the Financial Ombudsman Service.

In addition to sending a **Summary Resolution Communication**, the firm may also use other methods to communicate the information where:

- (1) We consider that doing so may better meet the customer and their needs; or
- (2) They have already been using an alternative method to communicate about the complaint. This may include recorded calls, emails or text messages.

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## **Closing a complaint**

We will consider a complaint closed when we have made our final response to the customer. This will not prevent a customer from exercising any rights they may have to refer the matter to the 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.

## **Contact:**

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)