

Complaints Handling Procedure

Intra Energy Limited is committed to providing customers with high-quality products, professional installation and good customer service. We recognise that occasionally things may not go as expected. If you are unhappy with any part of our service, installation, workmanship or communication, we encourage you to contact us so that we can investigate the matter and try to put things right.

Our complaints procedure is designed to provide a clear, fair, accessible and timely way for customers to raise concerns.

1. How to Make a Complaint

You can make a complaint to us by:

Email: info@intraenergyltd.co.uk

Telephone: 0121 271 0504

Post: Intra Energy Limited, Fairgate House, 205 Kings Road, Birmingham, B11 2AA

Complaints can relate to any aspect of our service, including installation work, workmanship, customer service, or communication.

When making a complaint, please provide:

- Your name and contact details
- Property address
- Details of the issue or concern
- Relevant dates, where known
- Photographs or supporting documents, where appropriate

We will treat all complaints professionally, fairly and respectfully.

2. What Happens When We Receive Your Complaint

All complaints are recorded and reviewed by the person responsible for complaints within Intra Energy Limited.

We will:

1. **Acknowledge your complaint in writing within 7 working days.**
2. Review the information provided and investigate the matter.
3. Contact you if we require further information.
4. Arrange a site visit or inspection where this is necessary to understand or resolve the complaint.
5. Keep you informed of progress where an investigation is required.
6. Provide an outcome as soon as reasonably practicable and, normally, **within 4 weeks** of receiving the complaint.

Our aim is to resolve complaints as quickly as possible and, wherever practical, reach a fair and amicable solution.

3. Investigation

The investigation will depend on the nature of the complaint.

This may include:

- Reviewing the quotation and agreed scope of work
- Reviewing survey and installation records
- Reviewing photographs and technical information
- Speaking with employees or subcontractors involved
- Reviewing relevant guarantees or warranties
- Arranging a site inspection where required

Where a complaint identifies a potential safety issue, we will treat it as a priority and take appropriate action.

If we are unable to complete the investigation within our normal timescale, we will explain the reason for the delay and provide an updated expected completion date.

4. Site Visits and Remedial Work

Where appropriate, we may arrange a site visit to inspect the installation or investigate the issue.

If our investigation identifies that remedial work is required as a result of our installation or workmanship, we will discuss the appropriate action with the customer.

5. Vulnerable Customers

We recognise that some customers may require additional support when making or discussing a complaint.

Where a customer has additional needs, we will take reasonable steps to ensure that they are not disadvantaged during the complaints process.

Where appropriate, customers may request assistance from a trusted third party when dealing with their complaint.

Our staff are expected to treat vulnerable customers with patience, respect and appropriate care.

6. Complaint Outcome

Following our investigation, we will provide the customer with an explanation of our findings and, where appropriate, details of any action we intend to take.

Depending on the circumstances, the outcome may include:

- Confirmation that no further action is required
- Corrective or remedial work
- Further investigation
- Referral to a manufacturer, warranty provider
- Another appropriate resolution agreed with the customer

We will aim to resolve complaints fairly and reasonably.

7. If You Remain Dissatisfied

We always encourage customers to give us the opportunity to resolve their complaint first.

If you remain dissatisfied after receiving our final response, you may be able to escalate the matter through the relevant **scheme provider or RACC** depending on the nature of the work and the scheme under which it was completed.

Where applicable, we will provide the relevant information regarding the appropriate escalation route.

8. Recording and Reviewing Complaints

We maintain records of complaints and their outcomes in accordance with our internal procedures and applicable data protection requirements.

Complaints are reviewed to identify:

- Recurring problems
- Potential areas for improvement
- Quality or workmanship issues
- Training requirements
- Opportunities to improve our customer service

The purpose of reviewing complaints is to help prevent similar issues from occurring again and to support our commitment to continuous improvement.

12. Our Commitment to Customers

Intra Energy Limited is committed to handling complaints:

- Fairly and professionally
- Promptly and respectfully
- Clearly and transparently
- Without unnecessary cost to the customer up to the point of ADR
- In accordance with applicable consumer protection and scheme requirements

We will always seek to resolve complaints directly and amicably wherever possible.