

Complaints procedure

Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting our customer's needs. If you are unhappy with any of our services it is important that you let us know.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

If the suggestion is something that Estuary Oils Ltd as a company needs to consider you can send it to:

Kevin Harford
Estuary Commercial Utilities Ltd,
Progress Industrial Estate,
Station Road,
Rogiet,
NP26 3UE

kevin@estuaryutilities.com
07736 966483

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Estuary Oils Ltd assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can complain

Anyone affected by the way Estuary Oils Ltd provides services or products can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative
- where someone complains orally we will make a written record and provide a copy of it within 3 working days
- by letter
- by email

Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

How we handle complaints

Estuary Oils Ltd may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to

investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further steps

At any stage during the process, if you are not happy with the way we are dealing with your complaint, or outcome, you can escalate the complaint to Andrew Mould Managing Director on 07887 777752, or, andrew@estuaryoils.com.

If your complaint is still unresolved after 8 weeks, or, we are unable to resolve your complaint directly with you, you may escalate the matter to the Ombudsman Services.

You can contact the Ombudsman Services at the details below:-

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

**We can provide this policy in other languages or in other formats on request