



Complaints Procedure

Your rights to complain

On occasion clients may come away feeling unhappy with the service they received from us.

Sometimes things do go wrong, but we always aim to provide the best possible service to every single one of our clients. That's why we have a complaints procedure. We can put things right. We can apologise. And we want to learn from our mistakes and help improve our service for you and other clients.

We will treat your complaint confidentially, quickly and seriously.

When it happens, we want you to tell us what went wrong so we can put matters right.

We want to:

Make it easy for you to tell us what went wrong;

Give your complaint the attention it deserves;

Resolve your complaint fairly without delay; and

Make sure you are satisfied with how your complaint was resolved.

Great lengths have been taken to create a culture within the company, where everyone works for each other in the achievement of our objectives, principally being the delivery of our customer's requirements accurately first time, on time, every time. To meet these objectives our main criteria is continuous improvement.

The Complaints Handling Procedure links in with Quality Assurance controls and Auditing procedures to effectively monitor the overall skills, training and quality



of workmanship possessed by our contractors and our overall service delivery to customers and clients.

Step by Step Complaints Procedure

How and where to complain

You can tell us about your complaint in the following ways:

In person – call into our office at the address shown. We are open Monday to Friday from 9.00 am – 5.00pm.

In writing – write to us and address your letter to Customer Complaint.

By telephone – call us on 01772 284950 during our office hours and ask for the Customer Services Department.

By email – hello@qwala.co.uk

The principle assigned to deal with complaints is:

Zak Khan

Rational House, Winkley Square, Preston, PR1 3JJ

Tel No: 01772 284950

Email address: hello@qwala.co.uk

www.qwala.co.uk

Company Registration No: 14334666

We follow the internal complaints procedure (Annex 1).



How long will it take?

We aim to resolve your complaint straightaway but if we can't, then we will write to you within three business days to tell you:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We will aim to resolve your complaint quickly but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update please call us and ask to speak to the person handling your complaint.

If we cannot reach agreement with you?

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.
- OR
- Issue our final decision letter which will explain our final position.

If you feel that you have exhausted our internal process, and cannot agree on a resolution, your next step should be to contact Scheme Providers (where the work was grant funded) or through the Dispute Resolution Ombudsman. The details are below.

As an MCS / PAS accredited Contractor, we are a member of Scheme Providers who believe very strongly in Consumer Protection and ensuring customers are dealt with professionally, courteously, sympathetically and any products purchased are fit for purpose, installed well with guarantees which are underwritten to provide a high level of protection.

Installation Assurance Authority: www.theiaa.co.uk/complaints-procedure

Simply Certification: <https://simplycertification.co.uk/contact-us>

**TrustMark:**

Under the TrustMark Framework Operating requirements, Scheme Providers are responsible for the conduct of their members and must do their best to help resolve disputes between businesses and their customers. If the dispute is complex, the Scheme Provider may suggest using an Independent Alternative Dispute Resolution (ADR) provider to help resolve the matter.

TrustMark understand that dealing with disputes can be stressful and their priority is to help consumers achieve fair, timely and cost-effective solutions. Their role is not to investigate specific consumer complaints, but to work closely with Scheme Providers, and their Registered Businesses, to ensure that the correct process and procedures within the TrustMark Scheme have been followed.

<https://www.trustmark.org.uk/homeowner/support/complaints-process/complaints-support>

Qwala provides the same level of co-operation with local consumer advisers, Ofgem, energy suppliers, insurance backed guarantee providers or any other intermediary acting on behalf of a consumer when making a dispute, as we would when dealing directly with the complainant.

We cooperate fully with TrustMark on any dispute handling issues and provide related documents and statements upon request. Where it is deemed necessary by TrustMark to commission an independent site visit/survey then we would cooperate fully.

This policy was approved by Zak Khan.

Signature:

Director

Zak Khan

Date: 01/08/2025



Annex (1) Complaints Handling Procedure (Internal)

When acting as an Installer we take full responsibility for the quality of work, compliance with the Code of Conduct and any other legal requirements in respect of work carried out by our employees and/or sub-contractors.

Step 1 - Allowance for Vulnerable Customers

Our organisation must take account of the needs of vulnerable consumers, those with additional needs or special access requirements when handling a complaint. Where a consumer may be vulnerable, for example, have mental or physical infirmity, or English may not be their first language, then we would request and allow that a trusted 3rd party be present and provide suitable help and assistance when dealing with vulnerable people. We will ensure that vulnerable consumers are not exploited or disadvantaged in any way.

Step 2 - Complaints received by telephone

All complaints should be handled in a polite and professional manner and recorded on a Customer Complaints Form and also entered into the Complaints Record Log at the time of receiving the complaint by the person dealing with the complaint. The person dealing with the complaint must, within seven working days of receipt of the complaint, notify the complainant in writing –

that the complaint has been received;
of our company complaints handling procedure;
of the Relevant Ombudsman Service;
of any Additional Complaints Handling Procedures.

The person dealing with the complaint must, within 24 hours of receipt of the complaint, notify the person responsible for complaints and the Retrofit Coordinator and/or TrustMark Scheme Provider (where applicable).

Step 3 - Complaints received in writing and/or via e-mail



The complaint should be recorded on a Customer Complaints Form and also entered into the Complaints Record Log by the person dealing with the complaint. The person dealing with the complaint must, within seven working days of receipt of the complaint, notify the complainant in writing –

that the complaint has been received;
of our company complaints handling procedure;
of the Relevant Ombudsman Service;
any Additional Complaints Handling Procedures.

The person dealing with the complaint must, within 24 hours of receipt of the complaint, notify the person responsible for complaints and the Retrofit Coordinator and/or TrustMark Scheme Provider (where applicable).

Step 4 - Complaints received in writing via Customer Feedback Form

Customers are encouraged after the completion of an installation to answer questions and provide feedback in writing for internal assessment. The person dealing with the complaint must, within seven working days of receipt of the complaint, notify the complainant in writing –

that the complaint has been received;
of our company complaints handling procedure;
of the Relevant Ombudsman Service;
any Additional Complaints Handling Procedures.

All Customer Feedback Forms with an attached Analysis of Customer Feedback Form should be kept within the Customer Feedback Folder.

The person dealing with the complaint must, within 24 hours of receipt of the complaint, notify the person responsible for complaints.

If the complaint relates to the Retrofit Assessment, the person responsible for complaints must notify the Scheme Provider.

Step 5 – Review

The complaint or problem is reviewed by **Zak Khan**, or other senior person within the organisation and a course of action decided upon based upon the nature of the complaint. Any discussions with third parties, shall be logged on



the Customer Complaints Form. This will also contain the customer's full history from initial enquiry and may help identify any potential issues and provide full details and background on the customer concerned.

Step 6 - Action to be taken

Once the complaint has been investigated in full and the course of action decided the outcome will be undertaken in a speedy and professional manner and the customer contacted at most within 8 weeks from the date of complaint.

Depending on the nature of complaint a site visit shall be arranged within this period to inspect the measure. The findings shall be reported to the customer clearly in writing or earlier if a possible safety issue arises from the complaint.

This will be carried out with the knowledge and under the direction of our Scheme Provider (where applicable).

Step 7 – Outcomes

It may be necessary to refer the matter to a third party. All complaints and Feedback Forms shall be analysed and discussed and documented at the quarterly meetings on the Quarterly Review Form and logged at the Quarterly Review Minutes for assessment and improvement. Once the issue is rectified this should be detailed on the Complaints Form and Log. The Complaints Form and Log should then be passed to the Quality Representative.

If the complaint relates to Retrofit Assessment, the person responsible for complaints must notify the Scheme Provider details of the action taken, and resolution reached.

Step 8 - Appeals Process

If the customer is not satisfied with the outcome and remedy offered, then the customer may notify the Relevant Ombudsman Service and our organisation would co-operate fully should this need arise through our Scheme Provider.

Providing Alternative Dispute Resolution (ADR) – or arbitration – became UK law from 1st October 2015 for all businesses that sell to consumers. This means that when a matter remains in dispute, our firm is legally compelled to give the consumer the contact details to the Ombudsman Service.

NB: It is important to document, date and record the complaint fully. This allows our organisation to monitor the complaint and provide a timeline in order to



resolve the complaint successfully. By fully documenting the complaint it enables it to be discussed and reviewed at quarterly meetings and may be introduced into training courses to serve as a teaching aid and help ensure the complaint is not duplicated in the future. It also allows our organisation to check to see if a common problem is recurring (does the same complaint often surface in more than one location or on more than one product or service) to identify potentially who or what is responsible enabling prompt preventative action and ensuring standards don't slip and high standards are maintained.

If a member of staff falls ill or someone has to take over a complaint, then documenting should also make it easier for another member of staff to take over avoiding delays and appearing professional at all times to the customer. It is vital to maintain contact with the customer and to keep them up to date with what is going on – communication is key to successfully resolving a complaint and avoid the complaint escalating. It is also important to take extra time, effort and care when dealing with “vulnerable” customers.

Step 9 - Member of staff in Complaints Handling position away for a long period

Our organisation will ensure that several members of staff are capable of handling queries and complaints and are trained and competent in the same role. The director has already trained and familiarised the Senior Administrator and so a replacement can stand in if a staff member is away for a long period of time. As we expand, the Managing Director will ensure further staff are recruited, trained and monitored in order to ensure sufficient coverage.

Any complaints records and their resolution will be kept for a minimum of six years, or the duration of any EEM guarantees (whichever is longer) in line with data protection laws.