

Complaints Handling Procedure

Net-Zero Surveying Solutions Ltd
Trading as: Net Zero Commercial Energy

1. Our Commitment

Net-Zero Surveying Solutions Ltd (trading as Net Zero Commercial Energy) is committed to providing a high standard of service to all clients. We take complaints seriously and regard them as an opportunity to improve our service. All complaints will be handled fairly, transparently, promptly, and with courtesy and respect.

2. How to Make a Complaint

Clients may make a complaint free of charge using any of the following methods:

Email: joel.pearson@nzcenergy.co.uk

Phone: 07787447798

Post: Complaints Department, Net-Zero Surveying Solutions Ltd, Unit 40, Apex Business Village, Cramlington, NE23 7BF

Complaints may be made verbally or in writing, and we are happy to assist clients who require additional support to submit a complaint.

3. What Information to Include

- Your business name and contact details
- Details of the issue you are complaining about
- Any relevant dates or correspondence
- The outcome you are seeking

4. Our Complaint Handling Process

Stage 1 – Acknowledgement

We will acknowledge receipt of your complaint within 5 working days. The complaint will be logged internally, including the date received and relevant details.

Stage 2 – Investigation

Your complaint will be reviewed by a senior member of staff who was not directly involved where possible. We may contact you to request further information if required.

Stage 3 – Response

We aim to provide a full written response within 15 working days of acknowledging your complaint. If additional time is required, we will keep you informed and explain the reasons for any delay.

5. Resolution

- A clear explanation and apology
- Corrective action
- A goodwill gesture or compensation where justified
- Changes to internal processes to prevent recurrence

6. Escalation to the Energy Ombudsman

If we are unable to resolve your complaint to your satisfaction, or if 8 weeks have passed since you first raised your complaint and it remains unresolved, you may escalate the matter to the Energy Ombudsman. The Energy Ombudsman service is independent, impartial, and free for clients to use.

Energy Ombudsman
P.O. Box 966
Warrington, WA4 9DF
Phone: 0330 440 1624
Email: enquiry@energyombudsman.org

7. Record Keeping

We keep a full record of all complaints received, including dates, nature of the complaint, actions taken, and final outcomes. Records are retained in line with regulatory and data protection requirements.

8. Continuous Improvement

We regularly review complaints to identify trends and opportunities for improvement. Feedback received through the complaints process helps us enhance our services and client experience.

9. Availability of This Procedure

This Complaints Handling Procedure is available on our website (where applicable) and is available free of charge by email or post upon request.