

## Customer Complaints Procedure:

### When things go wrong

**Call us on 01274 866100.** Most problems can be dealt with effectively with a quick telephone call. Our team are friendly, helpful and understanding and will do all they can to resolve your complaint as quickly as possible. Please note that all our calls are recorded to ensure we deliver and maintain the highest levels of customer care.

### Raise a formal complaint

If you feel our advisors have not resolved your complaint, or you feel your complaint is more personal, you can raise a formal complaint in one of the following ways:

**Write to us.** You can do this by sending details of your complaint to our Customer Relations Team at:

Vokera Ltd, Customer Relations Department, 2 Falcon Gate, Shire Park, Welwyn Garden AL7 1TW

Or

**Email us.** You can send us an email to: [custrelations@carrier.com](mailto:custrelations@carrier.com)

Please ensure your letter or email provides the following information:

- Your full contact details, including name and address (with postcode)
- Telephone number and/or email address
- Preferred method of communication
- Boiler model
- Boiler serial number
- Date of purchase
- A comprehensive description of your complaint

### What happens next?

If you raise a formal complaint with us, we will send you an email acknowledgement confirming receipt. Our Customer Relations team will then investigate your complaint

and provide a Final Response within 10 working days of receipt. If we require more time, then we will ensure that you are kept informed of this.

Our final response will always be in writing, and it will:

- State whether the complaint has been upheld
- Advise what action and redress will be taken if the complaint is upheld
- Advise of next steps available if the complaint has been rejected
- Give full and detailed reasons why the decision has been made
- Offer to revisit the decision if further evidence becomes available

## What if my complaint is not resolved or I am not happy with the outcome?

If you are not happy with the outcome, or if we have not met the timelines promised, you may then ask for a Senior Manager to review your case. This will be completed within 10 working days of your request.

This response will also be in writing, and it will:

- State whether the complaint has been upheld
- Advise what action and redress will be taken if the complaint is upheld
- Give full and detailed reasons why the decision has been made
- Offer to revisit the decision if further evidence becomes available

## Regulation

Vokera Ltd does not operate its complaints procedure under any external national or recognised regulation body. We will always deal with complaints thoroughly and in a fair and reasonable manner. We try our best to treat customers as we would wish to be treated.

Our final decision in upholding or rejecting a complaint will always be based on what we believe is fair and reasonable and we ensure that all customers are treated the same.

Any complaint raised in line with this procedure will never affect your statutory rights.