

Complaints Policy

Introduction

Montali Energy Services are committed in providing the highest standards of service to all customers.

The company recognise that listening & responding positively to views, comments and complaints is fundamental, not only to minimise the frequency of avoidable problems, but also to achieve continual improvements to enhance our customers experience when choosing Montali Energy Services.

The Policy has been developed to create a positive approach to any feedback from customers no matter the medium we received it in. Whereby complaints are a valued means to continuously review and improve the service Montali Energy Services provide to our customers.

The document also gives guidance to all on how Montali Energy Services expect all employees to deal with customer feedback either positive or negative.

Create Learning & Sharing Environment

Montali promotes an environment learning and sharing experiences, as opposed to a blame culture. Montali encourages and welcomes customer's feedback.

Complaints are welcomed and are used positively as learning tools to help remove and prevent repeated problems and complaints occurring again and help us to improve our service in the future to our all our customers.

Aims & Objectives

Montali aim to deal with complaints promptly, politely, effectively and fairly.

Our aim is to resolve complaints as reasonably possible to the satisfaction of the complainant and to assess satisfaction levels to measure the effectiveness of the Montali complaint procedure.

Montali Energy Services Ltd aim to ensure that.

- Making a complaint is a straight forward user friendly process.
- Complaints are handled in line with Montali Energy Services Ltd's procedure.
- Customers are made aware of our complaints procedure.
- Complaints are handled confidentially, as appropriate
- Responses to complaints are appropriate to the individual level of each complaint, e.g.
- Offering an explanation, and apology, or information on action taken to resolve.
- Rectify remedial works in 5 days SLA.
- Accurate records of complaints are kept to allow us to identify trends and produce regular reviews for internal monitoring to implement corrective measures in a proactive way to satisfy our customer's needs.
- Complaints are regarded as learning tools to allow us to provide a better service in the future, as well as improve and update our processes and procedures.
- Complaints policy and procedures are reviewed annually.

What is a complaint?

At Montali customer service department we classify the following communications as customer feedback.

- ✓ A compliment
- ✓ A comment (suggestion)
- ✓ A Complaint

We consider a complaint to be an expression of dissatisfaction, however conveyed about:

- The standard of service provided by Montali.
- Actions or lack of provided by Montali.
- Actions carried out by our staff or contractors when working for Montali.

Complaints may be raised if for example, services are not delivered to the contracted or expected standards, or if staff behaves in an unacceptable or inappropriate way. Complaints always call for a response and often remedial action.

Complaints may be formal, such as complaints in writing or informal such as a verbal expression of dissatisfaction. All complaints formal or informal must be addressed.

E.G. If a customer verbally reports an incident of aggression by a member of staff, even if they don't express this a complaint the issue must be addressed.

Complaints Procedure

The procedure for resolving major complaints which cannot be resolved by an appropriate manager or involve claims for damage are as follows.

Within 24 hours of receipt	Within 48 hours of receipt	Within 5 days	Within 7 days of appeal
Acknowledge by phone or e-mail.	Confirmation of appointment with customer if required.	Complaint resolved in 5 working days from date received. Compensation issued where required.	Resolution of appeal by Director. Compensation over £500 will be sanctioned by a director.

Resolution

Montali considers the empowerment of staff to be the key in ensuring effective and timely complaints resolution.

Feedback is received either through a direct compliment, comment or complaint or identified via a completed customer satisfaction survey. Feedback is co-ordinated by designated officers who take appropriate measures according to the nature of the comment.

Designated officers will strive to resolve the complaint in the first instance. If they are unable to resolve the complaint, it will be escalated to a director to deal with.

Complaints monitoring

Complaint reports are produced internally and can be provided to clients if requested.

Reports shall include complete, current and outstanding complaints as well as actions taken to resolve.

Complaints analysis is provided to the Directors on a monthly basis or sooner if trends identified that need immediate action.

The Directors are then able to assess level and nature of the complaints across the company and identify any training needs.

How to make a complaint

Complaints can be made by telephone, in writing or E-mail; complaints can be made to any member of Montali Energy Services and cascaded to a manager to record.

Whilst we encourage anyone making a complaint to indicate the actions, they require resolving the issue. All complaints are subject to an internal investigation and we cannot guarantee to implement requests.

Montali is committed to equal opportunities and aims to handle all complaints fairly and honestly, regardless of who made the complaint.

Appendix 4.6

This policy will be reviewed annually.

Management responsibility

On the rare occasion that we do receive a complaint, we take it very seriously. If you have an issue with a product purchased via finance and we have been unable to resolve your issue, please contact TradeHelp Ltd using the following details:

- Write: Marchwiel Centre, Bryn Lane, Wrexham Ind Est, LL13 9UT
- Telephone: 01978 666887

E-mail: info@tradehelp.co.uk

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider. Your credit provider will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

What to do if you can't reach an agreement:

If you are not satisfied with the lender's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of the lender's final response letter to you.

They can be contacted in the following ways:

- Write: Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- Telephone: [0300 123 9 123](tel:03001239123)
- E-mail: complaint.info@financial-ombudsman.org.uk

Further details can be found on the Financial Ombudsman Service website: www.financial-ombudsman.org.uk