

At EnviroVent, we are committed to delivering a high-quality service to our customers while maintaining transparency, accountability, and trust. We believe that customer feedback, including complaints, plays a vital role in helping us improve our services. While we strive to provide an effortless customer experience, we recognise that issues may arise.

Our Commitment to You

We are dedicated to ensuring that:

- The complaints process is simple and accessible.
- Communication is clear, effective, and timely:
 - **Acknowledgement:** Within 1 working day.
 - **Resolution:** Within a 8 weeks.
- Every complaint is treated as an expression of dissatisfaction requiring an immediate response.
- Complaints are handled promptly, professionally, and confidentially.
- We use feedback from complaints to enhance our services and regularly review our complaints policy.

Our goal is to resolve your concerns quickly with a fair and mutually acceptable solution. We will keep you informed throughout the process and update you on the next steps we are taking.



Step One | Contact Us

If you have a complaint, please get in touch with us through any of the following methods:

Email: customercare@envirovent.com

Online form on our website: www.envirovent.com/complaints/

Phone: **01423 810810** (Monday to Friday, 8:00 AM - 5:00 PM)

Post: **EnviroVent Ltd, Customer Care**
Harrogate West Business Park
Unit 1 Bardner Bank
Killinghall, Harrogate
HG3 2SP

If you contact us by phone, we will take the time to understand the issue and aim to resolve it immediately. Regardless of how you reach out, we kindly ask that you provide the following details to help us address your concern efficiently:

- Your contact details or account number
- A brief description of the issue
- The impact the issue has had
- Your preferred resolution

Once we have this information, we will log a complaint on your account. If the issue can be resolved immediately, we will do so. If further action is required, we will provide you with a timeframe for resolution.

If We Resolve Your Complaint

We are pleased to have been able to assist you. Your satisfaction is our priority, and we appreciate your patience and continued support.



Step Two | If a Resolution Cannot Be Reached

While we aim to resolve all complaints swiftly, if we are unable to reach a satisfactory resolution or if your complaint remains unresolved after 8 weeks, we will provide you with a final response outlining our position and proposed resolution.

If you require further assistance, you may contact:

Ombudsman Services Ltd - for independent complaint investigation

- Phone: 0800 023 4667
- Email: enquiry@ombudsman-services.org

Citizens Advice - for free, independent, and confidential advice

- England: 0808 223 1133
- Welsh Language Service: 0808 223 1144
- Website: www.citizensadvice.org.uk

We appreciate your feedback and will continue working to improve our services. Thank you for choosing EnviroVent.

Further information

As a valued customer if you feel that your complaint has not been handled effectively you are welcome to make contact with our management team. Please provide your complaints reference number, contact details and background information related to your complaint.

Customer Care Supervisor dranasinghe@envirovent.com

Customer Service Teams Manager dgilhooly@envirovent.com

Customer Experience Director esims@envirovent.com

If you are not satisfied with our final response, you have the option to escalate your complaint to an independent body for further review.

