



Bluetint Energy Solutions
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Bluetint Energy Solutions - Complaints Policy

Bluetint Energy Solutions is committed to providing a quality service to its customers at all times. We take every customer complaint very seriously, and will do all we can to resolve them quickly and fairly. Our policy, which is in accordance with the Rules of our professional body, the NHER Accreditation Scheme, is as follows:

1. All complaints will be handled courteously.
2. Upon receipt of a complaint we will immediately acknowledge its receipt.
3. Complaints will be handled personally by a director of the company.
4. We will maintain full accurate records of the complaint, including any correspondence between us, transcripts of telephone call etc.
5. We will arrange to meet with you to resolve the problem, or correspond with you if you prefer. This initial attempt to resolve the matter will be carried out within 48 hours of receiving your complaint
6. We will put all offers to resolve the matter in writing, and will meet with you or your representatives again if you refuse our initial offer to resolve the matter.
7. If we cannot resolve the matter within 24 weeks we are required under the Rules of our professional Scheme to send full details of the complaint to it, so the Scheme can then attempt to resolve the dispute. Our Accreditation Scheme is fully independent of our work, and will not favour us over you. We will write to you confirming that our Accreditation Scheme has your details.
8. Our Accreditation Scheme will carefully consider the complaint and put any proposals it makes to resolve the matter, in writing to both you and us. If you agree their proposal is binding on us, and we must comply with it.

9. The resolution of your complaint is completely free of charge. You do not have to agree with any proposals to resolve your complaint, and nothing in this policy is designed to prevent you from proceeding to Law should you so wish.



Jay Shah

Director
Bluetint Energy Solutions