

Complaints Procedure

We are committed to providing a high-quality service to all our customers. If something goes wrong, we want to know about it so we can put things right and improve our services.

1. How to Make a Complaint

You can make a complaint by contacting us in any of the following ways:

- **Phone:** [0207 126 7272]
- **Email:** [info@superefficient.co.uk]
- **Post:** [Theobalds park Rd, Enfield EN2 8BQ]
- **In person:** Speak to a member of our team.

Please provide as much detail as possible, including your name, address, contact details, details of the work carried out, and what the problem is.

2. Acknowledging Your Complaint

- We will acknowledge receipt of your complaint within **2 working days**.
- We will provide the name of the person handling your complaint.

3. Investigating Your Complaint

- Your complaint will be reviewed by a manager or senior member of staff who was not directly involved in the matter.
- We may need to contact you for further information or to arrange a site visit.

4. Our Response

- We aim to resolve all complaints within **10 working days**.
- If we cannot give you a full response within this time, we will explain why and let you know when you can expect a final answer.
- Our response will set out our findings, any action we propose, and a timeframe for putting things right.

5. If You're Not Satisfied

If you are unhappy with our response, you can request a further review by a company director. If you still remain dissatisfied after our final decision, you may escalate your complaint to an independent body:

- **Gas work:** Gas Safe Register – <https://www.gassaferegister.co.uk>
- **Consumer rights:** Citizens Advice – <https://www.citizensadvice.org.uk>

6. Records

We keep a record of all complaints to help us monitor performance and improve our services.