

Complaints Procedure
Policy Statement

WEINSULATE.CO.UK LIMITED is committed to delivering a high standard of workmanship and customer service. We recognise that, despite our best efforts, there may be occasions when customers are dissatisfied with the products or services we provide.

We view complaints as valuable feedback and an opportunity to improve our services, procedures and customer experience.

Every complaint will be handled fairly, promptly, consistently and confidentially in accordance with:

- The Installation Assurance Authority (IAA) Consumer Code and Rules of Practice.
- Applicable TrustMark and PAS 2035 requirements.
- The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Our aim is to resolve complaints quickly and professionally while keeping customers informed throughout the process.

Our Commitment

WEINSULATE.CO.UK LIMITED will:

- Treat every complaint seriously and courteously.
- Acknowledge complaints promptly.
- Investigate complaints fairly and impartially.
- Keep customers informed of progress.
- Resolve complaints as quickly as reasonably practicable.
- Learn from complaints to improve our services.

- Record all complaints and monitor trends to identify opportunities for continual improvement.

All employees are familiar with this procedure and understand their responsibilities when dealing with customer complaints.

Making a Complaint

Complaints may be made by:

- Telephone.
- Email.
- Letter.
- In person.

Where possible, we encourage customers to raise concerns as soon as they arise so that they can be resolved quickly.

Our Complaints Manager is:

Jacqueline Smith-Hutchon

Stage 1 – Informal Resolution

Many concerns can be resolved quickly without the need for a formal investigation.

Customers should contact us as soon as possible to explain the issue.

Where a complaint is made by telephone or in person, we recommend noting:

- The date and time of the conversation.
- The name of the person spoken to.
- Any action agreed.
- Whether the matter has been resolved to your satisfaction.

If the matter cannot be resolved informally, it will progress to Stage 2.

Stage 2 – Formal Complaint

Formal complaints should be submitted in writing to:

WEINSULATE.CO.UK LIMITED
Belgrave House
39–43 Monument Hill
Weybridge
Surrey
KT13 8RN

Alternatively, complaints may be submitted by email.

Please include:

- Your name and address.
- Contact telephone number.
- Email address (if available).
- Property address (where applicable).
- Details of your complaint.
- Copies of any supporting documentation or photographs.

Your complaint will be recorded in our Complaints Register and assigned to an appropriate member of staff for investigation.

Acknowledgement

We will acknowledge receipt of your complaint within **three (3) working days**.

The acknowledgement will confirm:

- The person responsible for investigating your complaint.
- The investigation process.
- When you can expect a further response.

Investigation

Every complaint will be investigated thoroughly and impartially.

This may include:

- Reviewing project documentation.
- Speaking with employees or subcontractors.
- Inspecting installation records.
- Visiting the property where appropriate.
- Requesting additional information from the customer.

Our aim is to provide a full written response within **14 working days** of receiving the complaint.

If additional time is required—for example, where a site inspection or specialist report is needed—we will explain the reasons for the delay and provide a progress update. A final response will normally be issued within a further **14 working days**.

Our final response will include:

- A summary of the complaint.
- Details of our investigation.
- Our findings.
- Any corrective action proposed or undertaken.
- Details of any further right of appeal.

We will also ask whether you are satisfied that your complaint has been handled fairly and whether the proposed resolution is acceptable.

Stage 3 – Independent Review

If you remain dissatisfied after receiving our final response, you may refer your complaint to the appropriate independent organisation.

Where the complaint relates to work covered by the IAA Consumer Code or MCS Installer Standards, you may contact:

Installation Assurance Authority (IAA)
The National Energy Efficiency Centre
Unit 3, Ouzel Industrial Estate
Leighton Buzzard
Bedfordshire
LU7 4ER

The IAA will consider complaints in accordance with its published complaints and dispute resolution procedures.

Where appropriate, complaints may also be referred to the relevant MCS Certification Body or Alternative Dispute Resolution (ADR) provider.

Ombudsman

If all available stages of the complaints process have been exhausted and you remain dissatisfied, you may be entitled to refer your complaint to the appropriate Ombudsman or Alternative Dispute Resolution service, where applicable.

Recording and Monitoring Complaints

All complaints are recorded within the Company's Complaints Register.

Records include:

- Date received.
- Customer details.
- Nature of the complaint.
- Investigation undertaken.
- Outcome.
- Corrective actions.
- Date closed.

Senior Management regularly reviews complaint trends to identify recurring issues and implement improvements to our products, services and management systems.

Responsibility

Overall responsibility for implementing and maintaining this Complaints Procedure rests with Senior Management.

This procedure will be reviewed annually, or sooner if required by changes in legislation, certification requirements or Company procedures.

Signed: *E Smith-Hutchon*
Eric Smith-Hutchon Director Date: 01/05/2026

Effective Date: 01/05/2024 Date of Last Revision: 01/05/2026