

COMPLAINTS PROCESS

**FOR DOMESTIC ENERGY ASSESSMENTS CARRIED OUT BY
Adam Alexander Harvey of AAH Management Ltd. (T/A Adept Property Services)**

We would seek to address and resolve any initial complaint by telephone or email within **3** working days of initial contact, or in person at time of the particular assessment. If you are unhappy with this resolution or process we would ask you to put the complaint in writing. We will then acknowledge your complaint in writing within **7** days, and we will offer a resolution within **21** days. Please note that all complaints put in writing are logged and stored securely by us, and are reported to our Accreditation Scheme with full details.

If you are dissatisfied with our offer to resolve the matter, or in the resolution itself, the complaint will be escalated to our Accreditation Scheme. Please be aware that you can escalate your complaint to our Scheme at any time and you are at no time deprived of your legal rights. Complaints that are escalated to our Scheme are logged by the Scheme and dealt with in accordance with their complaints procedure.

Our contact details:

AAH Management Ltd. T/A Adept Property Services
Brayford
Newton Lane
Whiteparish
Salisbury
Wiltshire
SP5 2QQ

Telephone: 01794 885769
Email: sales@adeptproperty.co.uk

Our accrediting body details:

Elmhurst Energy Systems Ltd.
Head Office
16 St Johns Business Park
Lutterworth
Leicestershire
LE17 4HB

Telephone: 01455 883 250
Email: enquiries@elmhurstenergy.co.uk