

## Customer Complaints Procedure (2024)

At Herts EV Specialists Ltd, we are committed to providing the best possible service to our customers. However, we understand that sometimes things can go wrong, and our customers may have complaints. In such cases, we have a clear and straightforward complaints procedure to ensure that any issues are dealt with quickly and effectively.

### Step 1: Contact Us

If you have a complaint about our services, please contact us as soon as possible. You can do this by emailing us at [info@hertsevspecialists.co.uk](mailto:info@hertsevspecialists.co.uk), calling us on 01727 309223, or writing to us at our registered address: Herts EV Specialists Ltd, Alexander Road, St Albans, Hertfordshire, AL2 1HT, United Kingdom. Please provide as much detail as possible about the issue you are experiencing with your installation and include any relevant EV charger documentation or certification.

### Step 2: Acknowledgment

We will acknowledge your complaint within 7 working days of receiving it. This acknowledgment will include the name and contact details of the person who will be handling your complaint, as well as a summary of the issue you have raised.

### Step 3: Investigation

We will carry out a thorough investigation of your complaint, which may involve reviewing any relevant documentation, speaking with staff or engineers involved in the matter, and seeking external expert advice if necessary. We aim to complete this investigation within 30 working days of receiving your complaint.

### Step 4: Response

Once our investigation is complete, we will provide you with a detailed written response. This response will explain our findings and any actions we plan to take to address the issue you have raised. We will also provide you with a timeline for the implementation of any remedial actions.

### Step 5: Review

If you are not satisfied with our response, you can request a review of your complaint. This review will be conducted by a senior member of our management team who was not involved in the initial investigation. We will aim to complete this review within 14 working days of receiving your request.

### Step 6: Final Response

Once the review is complete, we will provide you with a final written response. This response will explain our findings and any further actions we plan to take to address the issue you have raised.

### Step 7: Escalation

If you are still not satisfied with our response, you can escalate your complaint to the relevant regulatory body or seek legal advice. We take all complaints seriously and will do our best to resolve any issues as quickly and effectively as possible. We aim to use the information we gain from complaints to continually improve our services and prevent similar issues from arising in the future.

(Revised: 21<sup>st</sup> April 2024)

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