



Complaints procedure

1. Definitions

In this Complaints Procedure the following expressions will have the following meanings:

We or Us or Our: means Effective Home Ltd. as appropriate. Registered Office is 1 Boston Road, Leicester, Leicestershire, LE4 1AA. Company number 10441082.

You or Your: will refer to the domestic customer, being the person, whose name and address is shown in the Agreement.

2. Raising a Complaint

2.1. If You wish to make a complaint, You can contact us in one of the following ways:

- a. By telephone to 0333 323 1404
- b. By email to customercare@effectivehome.co.uk
- c. In writing to Effective Home Ltd., Unit 3, Crompton Business Park, Crompton Road, Doncaster, DN2 4PA

2.2. Upon receiving a complaint, We will acknowledge it in writing within 5 working days, giving You the name and contact details of the person investigating it.


2.3. Should We receive a complaint from a third party, We will contact You in the first instance to ensure that You have given permission for this third party to be calling on Your behalf.

2.4. We will keep You informed about the progress of the investigation. We aim to have all complaints resolved within 28 working days unless We agree on a different time scale with You. If the complaint is of a serious nature (i.e. a safety issue) the issue will be escalated immediately with a view to resolving the issue (or at least, the safety risk) within 24 hours. Upon reaching a resolution, a letter confirming this may be required to be signed.

2.5. We reserve the right to determine how any complaint should be resolved and may refuse to complete the full complaints procedure for vexatious complaints.

3. Dispute Resolution

3.1. Effective Home Ltd. is certified by HIES for the install of Solar PV. You can contact them to discuss Your complaint if We have failed to come to a satisfactory resolution regarding Your Solar PV.

3.2. Where You have a complaint regarding financial services We have offered, and You are not satisfied with Our resolution or 8 weeks have passed, You have the right to refer Your complaint within 6 months of Our response to the Financial Ombudsman Service  (FOS). Their details are shown below.

The Financial Ombudsman Service Exchange Tower, London, E149SR

Tel: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk