



**Aura Gas Ltd**

## Compliments and Complaints

### Policy and Procedure

#### **1 Our Aim**

Aura Gas Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and customers, by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from clients/customers about our services, facilities and staff.

#### **2. Definitions**

A compliment is an expression of satisfaction about the standard of service we provide.



A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain”, or “complaint” is not used.

### **3. Purpose**

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

### **4. Complaints**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **5. Responsibilities**

Aura Gas Ltd responsibility will be to:

- acknowledge the formal complaint in writing or via email;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Aura Gas Ltd attention normally within 2 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in Aura Gas Ltd;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Aura Gas Ltd reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Aura Gas Ltd control.

## **6. Confidentiality:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Aura Gas Ltd maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

## **7. Complaints Procedure:**

Written records must be made by Aura Gas Ltd at each stage of the procedure.

### **Stage 1**

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### **Stage 2**

If the complaint cannot be resolved informally, the client/customer should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made either verbally, in writing or via email. If in writing or email the attached form should be used. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- b) In all cases, the complaint must be passed on to the Customer Service Manager. In the event of a complaint about the Customer Service Manager the complaint should be passed to General Manager, if the complaint is about the General Manager this must be passed on to the Managing Director.
- c) Either the Customer Service Manager or General Manager, depending on the nature of the complaint, must acknowledge the complaint in writing or via email within 48hrs of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the company Director.
- e) The person making the complaint will receive a response based on the investigation within 2 weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.



### Stage 3

- a) If the complainant is not satisfied with the above decision, then then this will be passed to the company Director to follow up to conclusion.
- b) The company Director will examine the complaint and may wish to carry out further investigations, examine files / notes. They will respond within four weeks in writing. Their decision will be final.

## 8. Contact Details

Email: [hello@auragas.co.uk](mailto:hello@auragas.co.uk)

Phone 02392 252171

Post: Aura House Head Office, New Road, Portsmouth PO9 1DE

### Dispute Resolution

If your complaint does not relate to a financial product, you may contact The Dispute Resolution Ombudsman. The Dispute Resolution Ombudsman will not normally consider your complaint unless the following action has been taken by us:

- If we have not dealt with your complaint within 3 months of receiving it in writing, then you may refer your complaint direct to Dispute Resolution Ombudsman.
- If we have provided you with our final decision and you are still dissatisfied, you can contact Dispute Resolution Ombudsman with details of your complaint.

Second Floor  
3-4 Viewpoint Office Village  
Babbage Road  
Stevenage  
Herts SG1 2EQ  
[info@disputeresolutionombudsman.org](mailto:info@disputeresolutionombudsman.org)

A similar process will then follow and precise details are provided by Elmhurst on their website at  
: [http://www.elmhurstenergy.co.uk/uploads/files/OP08\\_Complaints\\_Process.pdf](http://www.elmhurstenergy.co.uk/uploads/files/OP08_Complaints_Process.pdf) for Green Deal Assessor Organisation complaints.



For Green Deal Installer complaints escalation is to our certification body Napit at <http://www.napit.org.uk/contact.asp>

In the event that Elmhurst or Napit is unable to reach a satisfactory conclusion, or if the complaint relates to Green Deal Provider services the complainant may take the matter to the Green Deal Ombudsman, at <http://www.ombudsman-services.org/>

In cases where Aura Gas complainants are still unhappy to Gas Safe <https://www.gassaferegister.co.uk/help-and-advice/complaints-report-an-illegal/gas-work-complaint/>

It is important that all parties follow this process closely and act in good faith at all times.