

HEAT COOL PROS

COMPLAINTS PROCEDURE

1. Our Commitment

Heat Cool Pros is committed to providing a professional, honest and high-quality service.

We understand that concerns may occasionally arise. Where this happens, we aim to deal with complaints fairly, reasonably and in a structured way.

This procedure is designed to give Heat Cool Pros a fair opportunity to investigate, inspect and resolve any genuine complaint before matters are escalated further.

2. How to Raise a Complaint

Complaints should be submitted in writing as soon as reasonably possible after the issue becomes known.

The complaint should include customer name, property address, contact details, date of works, invoice or quotation reference where available, a clear description of the issue, supporting evidence where available and details of the outcome sought.

3. Timeframe for Raising Complaints

Customers should raise complaints as soon as reasonably possible.

Customers should notify Heat Cool Pros of any concerns within a reasonable period after discovering the issue. Delays in reporting may affect our ability to investigate, verify or remedy the matter.

Delays in reporting an issue may affect Heat Cool Pros' ability to inspect, verify or remedy the matter, particularly where further use, third-party interference, accidental damage or lack of maintenance may have affected the works.

4. Acknowledgement

Heat Cool Pros will normally acknowledge receipt of a written complaint within five working days. Acknowledgement does not constitute acceptance of liability.

5. Investigation Process

Heat Cool Pros reserves the right to review quotations, invoices, records, photographs, communications and supporting information, request further information and arrange inspections where appropriate.

If reasonable access is not provided, Heat Cool Pros reserves the right to suspend investigation of the complaint until adequate access is made available.

6. Right to Inspect Before Third-Party Works

Customers should provide Heat Cool Pros with a reasonable opportunity to inspect any alleged issue before instructing another contractor. This does not affect a customer's legal rights.

7. Third-Party Interference

Heat Cool Pros may not be responsible for issues caused or worsened by third-party works, customer alterations, misuse, lack of maintenance, accidental damage, hidden faults, manufacturer defects, wear and tear or failure to follow advice provided.

8. Emergency Situations

Customers should take reasonable steps to make situations safe and retain evidence where emergency action is required. Liability will not be accepted without proper investigation.

9. Opportunity to Remedy

Where a complaint is found to be valid and relates to work carried out by Heat Cool Pros, an appropriate remedy may be considered including explanation, inspection, remedial works, replacement, adjustment, refund or referral to a manufacturer warranty.

Where equipment, components or materials are covered by a manufacturer warranty, any remedy may be subject to the terms, conditions and limitations of the manufacturer's warranty scheme.

10. Fraudulent, Exaggerated or Misleading Claims

Heat Cool Pros reserves the right to reject dishonest, misleading or exaggerated complaints and retain evidence, seek recovery of monies owed and refer matters to insurers, legal advisers, payment providers or authorities where appropriate.

11. Payment Disputes and Chargebacks

Customers should use this procedure before raising chargebacks or payment disputes. Heat Cool Pros may provide relevant evidence to payment providers or authorities where necessary.

12. Customer Responsibilities

Customers are expected to act honestly, provide accurate information, cooperate with investigations, provide access, preserve evidence, mitigate further damage and communicate respectfully.

13. Abuse, Threats and Unreasonable Behaviour

Heat Cool Pros will not tolerate abusive, threatening, aggressive, discriminatory, harassing or intimidating behaviour and may restrict communication, suspend attendance, withdraw services or report matters where appropriate.

14. Social Media, Reviews and Public Allegations

Customers are encouraged to allow Heat Cool Pros a fair opportunity to investigate concerns before publishing allegations online. False or misleading statements may result in appropriate action being considered.

15. Complaint Outcome

Following investigation, Heat Cool Pros may uphold, partially uphold or reject a complaint, offer remedial works, provide an explanation, offer a goodwill gesture or refer matters to a third party.

16. Record Keeping

Heat Cool Pros may retain records, communications, photographs, videos and investigation materials for business, insurance, legal and regulatory purposes.

17. Legal Rights

Nothing in this procedure removes or limits legal rights that cannot be excluded under UK law.

18. Review of Procedure

This procedure will be reviewed periodically and updated where necessary.

19. Contact Information

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Approved by: Heat Cool Pros Management
Gas Safe Register No: 940778
F-Gas Registration No: FGAS3026159
Document Version: 1.1

Review Frequency: Annually