

Energy Saving Trust - Grants and Loans Administration Complaints Procedure

The Energy Saving Trust is committed to providing the highest possible service through its Grants and Loan Administration services.

We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us. This document describes our complaints procedure and how to make a complaint. It also tells you about our standards and what you can expect from us.

How do I complain?

Contact the Services Delivery Team - we'll try to put things right straight away:

- Call: 0808 108 9414 (free from most landlines)
- Email: servicesdeliveryscotland@est.org.uk
- Write: Services Delivery Team, the Energy Saving Trust, 2nd Floor Ocean Point One, 94 Ocean Drive, Edinburgh, EH6 6JH

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage 1 – frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at Stage 1 in no more than two working days, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

Stage 2 – investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within five working days.

If our investigation will take longer than five working days, we will tell you. We will notify you of the revised time frame with you and keep you updated on progress.

How will I be notified of the outcome of my complaint?

Once your complaint has been fully investigated, we will issue a Final Response Letter that explains our conclusive position.

How do I take my complaint further?

You have the right to take your complaint to the Financial Ombudsman Service (FOS). You can find a complaint form on the FOS website - <https://help.financial-ombudsman.org.uk/help>. They can help you over the phone if you'd prefer to talk it through with someone, on 0300 123 9 123 or 0800 023 4567.