



**Eco Renewables Group Ltd**  
**308A Station Road**  
**Bamber Bridge**  
**Preston**  
**PR5 6EH**  
**07427 691153**

**[ryan.jervis@ecorenewablesgroup.co.uk](mailto:ryan.jervis@ecorenewablesgroup.co.uk)**

### **How to make a complaint:**

#### **Stage 1.**

We aim to resolve complaints as quickly as possible and believe that, in most cases, complaints can be resolved informally. As such please contact us as soon as possible if you have a grievance. If you contact us by telephone or in person, make a note of the person you have spoken to. Make a note of any resolution offered immediately and whether you are satisfied with the outcome. If you are not happy with the resolution offered, you may take the complaint to the formal stage.

#### **Stage 2.**

Record your complaint in writing and send to:

**Eco Renewables Group Ltd**  
**308A Station Road**  
**Bamber Bridge**  
**Preston**  
**PR5 6EH**

You will receive an acknowledgment within 3 working days of receipt of your written complaint. Please include your telephone number and email address. We may contact you by telephone to ensure that we have understood your complaint properly.

Your complaint will be recorded in our complaints' log and assigned for investigation.

You will receive a detailed response within 14 working days of receipt of your complaint, unless the investigation takes longer, which may involve a site visit. In which case you will receive a progress report and an expected date for when you will receive a final reply. This will be no longer than 14 working days later.

#### **Stage 3.**

In the event of an unresolvable issue, You can refer Your case to Our nominated alternative dispute resolution provider through HIES. HIES can be contacted at Centurion House, Leyland Business Park, Centurion Way, Farington, Leyland, England, PR25 3GR or [info@hiesscheme.org.uk](mailto:info@hiesscheme.org.uk)

We agree, in the event of a dispute, we will exclusively attempt to resolve the dispute through using HIES's alternative dispute resolution services.