



Housewarmers Complaints Procedure

A clear, friendly guide to how we handle concerns

At Housewarmers, we want every customer to feel confident, respected and well looked after. If something hasn't gone as expected, we want to put it right quickly and fairly.

Below is our simple, step-by-step process for handling complaints.

How to Make a Complaint

If you're unhappy with any part of our service, please let us know as soon as possible. You can contact us by:

Email: admin@housewarmersuk.uk
Phone: 0191 456 1929
Post: Housewarmers, 34 Windsor Terrace, Sunderland, SR2 9QF

We accept complaints in writing, by phone or in person — whatever suits you best.

When you contact us, please include:

- Your name and address
- The best way to contact you
- Details of the issue
- Any photos or documents that may help

What Happens When We Receive Your Complaint

We will:

- Acknowledge your complaint politely and promptly
- Log it securely in our complaints system
- Tell you who will be handling it
- Confirm when you can expect an update
(For most complaints, we aim to respond within 5 working days)

If your situation is urgent (for example, no heating/water or a safety concern), we will prioritise it.

How We Investigate

To understand the issue properly, we may:

- Review your quotation, invoice or installation information
- Speak to any staff involved
- Check relevant industry standards or manufacturer instructions
- Visit your property if needed
- Ask for any additional details or photos

We approach every complaint fairly, calmly and with an open mind.

If we need more time to investigate, we will keep you updated — we never leave customers wondering what's happening.



Our Findings

Once we've fully reviewed the situation, we'll explain clearly whether:

Your complaint is justified

If so, we will:

- Agree a plan to put things right
- Carry out any required remedial work as soon as possible
- Confirm in writing what will be done
- Follow up to make sure you're satisfied
- Apologise for any inconvenience caused

Where appropriate, and with management approval, compensation may be offered. This could be a free service or a reduction/refund, depending on the situation.

Your complaint is not justified

If, after investigation, we believe the work is correct, safe and in line with standards, we will explain this clearly and politely.

You will receive:

- A full explanation
- Our findings in writing
- Details of how the decision was reached

Keeping Records

For transparency and good practice, we keep a secure log of:

- What was reported
- How we investigated
- What actions we took
- Any communication with you

This helps us stay accountable and continuously improve our service.

If You're Still Not Happy

We always aim to resolve complaints directly and fairly.

However, if you feel your concern has not been addressed, you may be able to seek independent advice depending on the type of work involved.

Housewarmers is registered with several industry bodies (Gas Safe, OFTEC, APHC, etc.), and in certain cases you may be able to use their dispute or inspection services.

We will advise you of the correct route if this applies to your situation.

If you have an issue with a product purchased via finance and we have been unable to resolve your issue, please contact TradeHelp Ltd using the following details:

□ Write: Marchwiel Centre, Bryn Lane, Wrexham Ind Est, LL13 9UT

□ Telephone: 01978 666887

E-mail: info@tradehelp.co.uk



If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider. Your credit provider will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

What to do if you can't reach an agreement:

If you are not satisfied with the lender's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of the lender's final response letter to you.

They can be contacted in the following ways:

□ Write: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

□ Telephone: **0300 123 9 123**

□ E-mail: **complaint.info@financial-ombudsman.org.uk**

Further details can be found on the Financial Ombudsman Service website: **www.financial-ombudsman.org.uk**

Our Promise

We will always:

- Treat you with courtesy and respect
- Listen to your concerns
- Investigate thoroughly
- Communicate honestly
- Work to resolve issues as quickly as possible

We take feedback seriously, complaints help us learn, improve and deliver the high-standard service we're known for.