

# Warm Front Customer Promise

## Handling Customer Complaints

*Carillion Energy Services administers the Warm Front scheme on behalf of DECC (Department of Energy and Climate Change). We are committed to service excellence and delivering quality installations to our customers. We are proud of our work in improving energy efficiency and reducing fuel poverty throughout the UK.*

*However, there may be some instances when we don't get it right first time for a customer. If this does happen, we always strive to quickly recover the situation.*

### Our Commitment to Quality Service Recovery

You have registered a formal complaint with us and we would like to thank you for taking the time to do so. We are sorry you have had to do this, but we value your feedback and your comments help us to identify areas for improvement. We aim to deal with all issues raised in your complaint as quickly and effectively as possible.

You will be assigned a Customer Manager who will take full responsibility for your complaint and will be in touch with you very soon. Our Customer Managers tailor investigations to suit the needs of the individual customer.

Your Customer Manager will examine and seek to understand fully all the issues you raise. This may take up to 5 working days to complete and, during this time, the communication may be within our organisation and therefore involve a reduced amount of contact with you. However, your Customer Manager will always keep you informed of progress, outcomes and decisions. We aim to resolve your complaint to your reasonable satisfaction within 28 days.

If you have complained about a Warm Front subcontractor, they may ask to revisit your home. We would ask in this case for you to provide access and provide the opportunity for any remedial works to be completed. This is stipulated in the contract between Carillion Energy Services and all Warm Front subcontractors. Access is needed for us to assist you. Whilst we will endeavour to make appointments at your convenience there may some occasions where this is not possible. If that does happen we (Carillion Energy Services and/or Warm Front subcontractors) cannot be responsible for any costs incurred (for example, through taking time off work).

Where further works, or remedial works, have been carried out, we may wish to complete an additional inspection. This will not happen on every occasion and is at the discretion of your Customer Manager.

## Escalation of a complaint

Our Customer Managers are highly skilled in dealing with all aspects of the Warm Front scheme. We find the most benefit for our customers is achieved if your assigned Customer Manager retains control of and progresses your complaint. This ensures continuity for you and because of their first hand knowledge of the scheme our Customer Managers are extremely well placed to investigate with the relevant people to get a resolution.

In some very isolated cases, there may be a time when you feel that you would like your complaint to be escalated. Carillion Energy Services has an established internal escalation procedure in place and if you do wish to speak with the Head of Customer Management, this can be arranged. If, once your complaint has been investigated in full, you feel your concerns have not been fully addressed then you can approach DECC with your concerns. DECC will only investigate a complaint about Warm Front once it has been fully investigated, and closed, by the Customer Management Unit.

## Feedback – Making it Better for Everyone

Carillion Energy Services has a firm commitment to service excellence and to delivering an effective means of service recovery. To ensure that we are able to deliver effectively we need to be aware of our customers' experiences.

Dealing with your concerns and queries provides us with a unique opportunity to see the areas of our business that may require some attention. We examine exactly what caused your concerns in order to heighten our understanding of the problems that may be faced by our customers.

We may send you an opinion survey that asks how you feel we dealt with your complaint - we would be very grateful of your thoughts on our recovery process and would invite you to give us honest and full answers so that we can continue to improve.

We are sorry you have had to complain about an aspect of our approach or delivery but thank you for allowing us the opportunity to put it right by doing so. If you have any further queries, please do not hesitate to contact your Customer Manager.

Thank you once again for your feedback and we hope you will soon recognise the full benefits of a warmer and healthier home.

## Contacting us

**Telephone** 0800 408 0392

**Fax** 0191 247 3801

**By Email**

[customer.management@carillionplc.com](mailto:customer.management@carillionplc.com)

### Address

Carillion Energy Services  
Customer Management Team  
FREEPOST NEA12054  
Newcastle upon Tyne

We aim to respond to all communication from our customers within 2 working days and will ensure that any further information you send is forwarded to your Customer Manager and considered as part of their investigation.