

## MAKING A COMPLAINT

Osborne Energy Limited aims to provide the highest standard of service to every customer.

If our service does not meet your expectations, we want to hear about it so we can try to put things right. All complaints we receive are taken seriously.

### How can I complain?

Please contact our Office and Complaints Manager either by:

- Writing to:  
Debbie Austin  
Office and Complaints Manager  
Osborne Energy Limited  
Freedom Works - The Palace Workspace  
1-3 Robertson Street Hastings  
TN34 1HN
- Telephone:  
Debbie Austin  
01424 436793
- Email:  
Debbie Austin  
debbie@osborneenergy.co.uk

When you make contact, please provide the following information:

- Your name, address and postcode, telephone number and email address (if available)
- The reason for your complaint.
- Any supporting material such as photographs or written documents.

**Celebrating over 25 years of delivering excellence in the energy efficiency industry**

Head Office / Reg Office:

Osborne Energy Ltd, Freedom Works - The Palace Workspace,  
1-3 Robertson Street, Hastings, East Sussex, TN34 1HN

Companies House: 3169565 VAT: 680046546 Constructionline: 60893

### What happens next?

You will receive a prompt written acknowledgement, providing early reassurance that we have received your complaint and are dealing with it.

We will fully investigate the concerns you have raised and keep you informed of progress throughout.

We aim to resolve any complaints received within five working days, however, in some circumstances this may take up to eight weeks.

We will provide you with a final response in writing.

### Our promise to you

We will:

- Acknowledge all complaints promptly;
- Investigate quickly and thoroughly;
- Keep you informed of progress;
- Do everything possible to resolve your complaint;
- Use the information from complaints to continuously improve our service.

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