

Ameresco Complaints Handling Procedure

How to tell us if you are unhappy with our service

We aim to provide the highest standards of client service and care for all the services we offer. If something goes wrong, however, and you wish to make a complaint, we will work with you to resolve it as effectively as possible. This procedure is published on our website at uk.ameresco.com and you can receive a copy by email or post free on request.

Who to contact

In the first instance, please email Ameresco at complaints@ameresco.com. Alternatively you can call us on 01133 604 819 and ask to speak to the Client Services Manager or write to us at Wesley House, 5 Wesley Street, Castleford WF10 1JG.

The steps in our complaints handling process

- We will respond to your complaint within a week and give you a named point of contact.
- We will work with you to address your concerns and resolve the situation as soon as possible and we will keep you informed every step of the way.
- You will be treated with courtesy and respect throughout the process.
- We are committed to continuous improvement and will learn from and improve our processes to ensure complaints like yours do not occur again.
- We will ensure that you are provided with key information in writing, and we will also keep records of discussions relating to your complaint and its progress.
- If you feel that we are not working to resolve your issue as quickly as you expect you can speak to the Client Services Manager and discuss the situation.
- If your complaint is not resolved or we do not issue you with a deadlock letter within eight weeks, you can escalate your complaint to Ombudsman Services as Ameresco is a member of the Energy Broker ADR scheme.
- If we are unable to resolve the complaint, we will send you a deadlock letter referring you to Ombudsman Services at <https://www.ombudsman-services.org/>.
- You should keep all evidence related to your complaint as Ombudsman Services will make a decision on the basis of the evidence submitted by both parties. Their service is impartial and free for you to use.
- Ombudsman Services resolutions may include requirements such as an apology, an explanation of what went wrong, a practical action to correct the problem, limited financial awards or recommendations to prevent similar problems occurring in the future.

The contact details for the ombudsman are as follows:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org