



Dear Customer,

Thank you for choosing Bluon Energy Ltd to install/care for your solar pv system. We strive to provide you with the best quality products and services possible. However, if for any reason you are not completely satisfied with our service, we have a complaints procedure in place to ensure that your concerns are addressed promptly and efficiently.

COMPLAINTS PROCEDURE

To make a complaint, please follow the following steps:

Step 1: Contact our customer service team. If there is a problem with your product, service or installation please contact our customer service team by emailing us on complaints@bluonenergy.org or write to us via post at Bluon Energy Ltd, Woodlands Place, Hurricane Way, Wickford SS11 8YB. Our team is available Monday – Friday 9am to 6pm. Alternatively please call 01268 201541 and our team will talk through the complaint's procedure.

Step 2: Provide details of your complaint. When you contact our customer service team, please provide them with as much information as possible about your complaint, which may include your name, address, product or service details, and any relevant supporting documentation. For the benefit or clarity and documentation supporting customers complaints, we strongly recommend all complaints are conducted in writing, this way both the customer and the company have record of all correspondence and documentation if the matter cannot be resolved reasonably between both parties.

Step 3: Investigation and response. We will investigate your complaint promptly and provide you with a response as soon as possible. Our aim is to resolve your complaint within 14 working days, although this is not guaranteed, we will keep you updated throughout the process.

Step 4: Escalate your complaint. If you feel your complaint has not been resolved effectively, and you require further advice we recommend that you contact your local citizens advice bureau.

We value your feedback and want to ensure that we are continually improving our products and services. If you have any feedback suggestions about how we can improve our complaints procedure, please email to complaints@bluonenergy.org with the subject field filled out as "Feedback".

Thank you for choosing Bluon Energy.

Sincerely,

Complaints Team