



Complaints Policy

If you have a problem, we can help. We aim to offer you the best possible service, but there may be occasions when you feel you have cause for complaint. If so, we will always try to resolve the problem quickly and to your satisfaction. If you are unhappy with our response, you can take your complaint further through our complaint's procedure. Please make your feelings known as soon as possible and in writing.

Where to first make your complaint

We aim to resolve your concerns within five working days. Sometimes it may take longer to look into the matter fully. If that happens we will let you know within 5 working days who will reply and when.

You can contact us in any of the following ways to let us know of the problem:

- ✉ Write to us at: Customer Services, Clifton Energy, New House Farm, Antlands Lane, Shipley Bridge, Sussex, RH6 9TF
- ✉ Telephone us on: **07950 573 753**
- ✉ E-mail us on: info@cliftonenergy.co.uk

We will then arrange for the right person to look into it and respond to your concerns.

In the unlikely event that you remain unhappy, you can ask for us to review your complaint.

If you are still not happy

If after that review you are still not satisfied, you can at that stage ask the 'Scheme' to help. The 'Scheme' will investigate your complaint and if felt necessary, it will pass your complaint onto an Independent Adjudication Service to be nominated by the Scheme.

This service, which is an entirely independent mediation and adjudication service, will consider your complaint and decide whether to take action against the Energy Assessor as a result. The Energy Assessor can be ordered to undertake various actions including if appropriate, paying you compensation.

Our company supports fully and is a member of the 'Scheme'

The 'Scheme' details are provided below:

Domestic EPC Complaints

Elmhurst Energy Systems Limited
Unit 16 St Johns Business Park
Lutterworth
Leicestershire
LE17 4HB

Telephone: 01455833250
E-mail: enquiries@elmhurstenergy.co.uk
Website: <https://www.elmhurstenergy.co.uk>



Commercial EPC & TM44 Air Conditioning Survey Complaints

Sterling Accreditation Limited

Lowry Mill,
Suite 16,
Lees Street,
Pendlebury,
Manchester
M27 6DB

T: 0161 727 4303

E: info@sterlingaccreditation.com

Website: <https://www.sterlingaccreditationltd.uk/>

Please be aware that the existence of this complaints process does not prevent you from pursuing a complaint through the courts and as such does not affect your existing statutory rights.