



At Prime Time Boilers each and every one of our customers are important to us, and we believe you have the right to a fair, swift and courteous service at all times. We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

#### Prime Time Boilers Complaints Procedure

You can contact us in the following ways:

Email: [complaints@primetimeboilers.co.uk](mailto:complaints@primetimeboilers.co.uk)

Phone: 01992 677 676

Post: Prime Time Boilers, Choles Yard, 284 High Road, North Weald, Essex, CM16 6EG

- 1) We will acknowledge your complaint within 3 working days
- 2) We will endeavour to contact you either by telephone or email to discuss your complaint and agree a way forward within 14 days, if not sooner.
- 3) We will endeavour to send a final response to you within 8 weeks of receipt of your complaint, if not sooner. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.
- 4) If more than 8 weeks from the date of your complaint has passed and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you have a right to contact the relevant Ombudsman Service, listed below.

#### Financial Ombudsman Service

The Ombudsman offers a free, independent service where the customer and business cannot reach final resolution. They may require us to take practical action that may benefit you, offer an apology or explanation, and/or make a financial award. Their final decision is binding on us as a business, not you as the customer or complainant.

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response. The Ombudsman may not be able to consider your complaint if:

- What you complained about happened more than six years ago,
- You're complaining more than three years after you realised (or should have realised) that there was a problem, you're not complaining about the selling or performance of a financial product (for example a loan).

#### Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Phone: 0800 023 4567 or 0300 123 9123