

Customer Complaints Policy

Silverstone Green Energy are committed to providing fantastic customer service and as such take complaints very seriously.

On receiving a complaint the details will be entered into the SGEIMS Management Reporting - Customer Satisfaction spreadsheet.

An acknowledgement letter or email will be sent out to the customer.

The complaint will then be investigated within one week, visiting the site if necessary.

Justified Complaint

If the company feels the complaint is justified, the customer will be contacted to discuss details of remedial work or to agree compensation.

A letter or email confirming the visit or telephone conversation will be sent, requesting that the customer reply to agree to the remedial work or compensation.

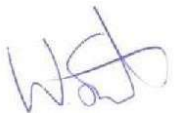
After the remedial work or compensation has been finalised, a letter will be sent for the customer to confirm the complaint has now been resolved.

Unjustified Complaint

If the company feels the customer's complaint is unjustified a letter will be sent to the customer.

In either case, the SGEIMS Management Reporting - Customer Satisfaction spreadsheet will be updated.

Signed:



William Silverstone
(Managing Director)