

# **Blackstone Utilities Limited**

## **Complaints Handling Procedure**

We believe that our clients are our asset. Therefore we take every step to ensure that our clients are fully satisfied with our services.

However there may be instances where a client may not be satisfied with our services or otherwise and may wish to raise a complaint. We have set up a complaints procedure which the clients can follow in such circumstances.

The complaint can be made in writing, by telephone, whatsapp or email. If you wish to make a complaint then please contact

Mr Ghulam Hussain  
66 Abercromby Ave  
High Wycombe  
Bucks HP12 3BD  
Tel / Whatsapp: 07961 363143  
Email: [hussaing@hotmail.com](mailto:hussaing@hotmail.com)

If a client wishes to make a complaint in person then they may do so by visiting our office by prior appointment at  
85 Green Street,  
High Wycombe  
Bucks HP 11 2RF

It is our policy to deal with a complaint in a courteous and fair way and resolve it as quickly as possible. Our aim is to respond to any complaint within two working days. Once we receive a complaint, we will get in touch with the client and gather all the information about the nature of the complaint.

We will then discuss it with the client, and offer a solution. Whether it requires a simple apology, a goodwill gesture or compensation for

financial loss, we will be happy to resolve it as far as reasonably practicable.

If we are unable to resolve the complaint within eight weeks to the client's satisfaction or otherwise the client may wish to escalate it, then they can do so by contacting Ombudsman Services. This service is impartial and free for clients.

The clients may contact the ombudsman service through their website and register a complaint

<https://www.ombudsman-services.org/>

### **Advice for our clients**

We believe in 100% customer satisfaction. If there is any aspect of our services you are not satisfy with or otherwise, please bring it our attention. This will not just help us resolve you issue , it will also help us improve our service to other customers. We wish to continue to improve our service and this can only be done with satisfied customers and their feedback.

If any client requires a copy of this, please either download from our website or request a copy via our email or call (phone or whatsapp) for a copy to be sent by post.