



## Complaints Procedure

At Koziwarm Plumbing & Heating, we are committed to providing excellent service. However, if you are dissatisfied with any aspect of our service, we encourage you to let us know so we can resolve the issue as quickly as possible.

### How to Make a Complaint

If you have a complaint, you can contact us in the following ways:

**Email:** [admin@koziwarm.com](mailto:admin@koziwarm.com)

**Phone:** 01206 826903

**Post:** Koziwarm Plumbing & Heating

5e Morses Lane

Brightlinsea, Essex

CO7 0SF

### What Happens Next?

1. **Acknowledgment** – We will acknowledge your complaint within 3 working days of receipt.
2. **Investigation** – We will thoroughly investigate your complaint and may contact you for further details.
3. **Resolution** – We aim to provide a final response within 8 weeks. If we need more time, we will keep you informed.

### If You Are Not Satisfied

If you are dissatisfied with the progress of the investigation into your complaint or our final decision, you may refer your complaint to the Financial Ombudsman Service.

They can be contacted in the following ways:

**Write:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

**Telephone:** 0300 123 9 123 or 0800 023 4567

**E-mail:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### GDPR & Data Protection Related Complaints

If your complaint concerns the processing of your personal data and you remain dissatisfied with our actions, you have the right to lodge a complaint with the Commissioner.



The Information Commissioner's Office (ICO) can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow, Cheshire

SK9 5AF

**Phone:** 0303 123 1113 (local rate) or 01625 545 745 (national rate)

**Fax:** 01625 524 510

**Email:** [enquiries@ico.org.uk](mailto:enquiries@ico.org.uk)