

Complaints Policy and Procedure

At TF Oil-fired Heating Solutions, we take pride in delivering safe, reliable, and high-quality work on oil-fired boilers and cookers. If you are not satisfied with any aspect of our service, please let us know as soon as possible so that we can resolve the matter quickly and fairly.

How to Make a Complaint

You can raise a complaint by contacting us:

- Email: tfheating@outlook.com
- Phone: 07498343396

When making a complaint, please include:

- Your name, address, and contact details
- Details of the work carried out (including any job reference number, if applicable)
- A clear description of your complaint
- Any supporting documents, photos, or correspondence

Our Complaints Procedure

1. Acknowledgement
 - a. We will acknowledge your complaint within 5 working days of receiving it.
2. Investigation
 - a. We will investigate your complaint thoroughly, which may include reviewing records, speaking with you, and, if needed, inspecting the work carried out.
3. Response
 - a. We aim to provide a written response and resolution within 10 working days. If further time is needed, we will keep you updated.
4. Escalation
 - a. If you are not satisfied with our response, you can request that your complaint be reviewed again.
5. Independent Resolution (OFTEC and others)
 - a. As an OFTEC-registered business, you can also escalate your complaint to OFTEC, who will independently review the matter:
 - i. Website: www.oftec.org
 - ii. Phone: 01473 626298
 - b. You can also seek free advice from the Citizens Advice Consumer Service.
 - c. In some cases, you may be able to use an Alternative Dispute Resolution (ADR) scheme.

Our Commitment

- We will always handle complaints promptly, fairly, and confidentially.
- We aim to resolve issues in a way that is fair and proportionate.
- We value feedback and use it to improve our services.
- This policy does not affect your statutory rights.