

# EMG INSTALLATIONS LTD

## Purpose

EMG Installations Ltd aims to provide professional, reliable services. Where a customer or stakeholder is dissatisfied, we want concerns raised promptly so they can be reviewed fairly and, where appropriate, resolved.

## How to Complain

Complaints should preferably be made in writing and should include the complainant's name and contact details, relevant address/site, description of the issue, dates, supporting information and the outcome sought.

[info@energymadegreener.co.uk](mailto:info@energymadegreener.co.uk), 22 Langlands Avenue, Kelvin Industrial Estate, G75 0YG.

## Acknowledgement

EMG will acknowledge complaints within a reasonable period and identify any information required to investigate the matter. Complex technical or contractual matters may require additional time.

## Investigation

The complaint will be reviewed by an appropriate person who will consider relevant records, engineer reports, photographs, correspondence, contractual terms and other evidence. Where necessary, technical staff or third parties may be consulted.

## Response

EMG will provide a reasoned response setting out its findings and any proposed corrective action, remedy or next step. Where a complaint cannot be upheld, the reasons will be explained.

## Escalation and ADR

Where an applicable consumer code, certification scheme, ombudsman, ADR provider or contractual dispute process applies, EMG will provide relevant escalation information where required. The appropriate route depends on the service and contractual relationship.

## Records and Learning

Complaints and outcomes are recorded and may be reviewed for trends, corrective actions, training needs and service improvement.

## Conduct

EMG expects all parties to communicate respectfully. Genuine complaints will not be disadvantaged because they have been raised.

## Approval



Bobby Paton

Director