



Radiant Heating Solutions Ltd T/A Radiant Renewables

Complaints Procedure

This policy must be reviewed by the following date:

19/11/2026

Approved by: Martin Badley

Job Role: Managing Director

Signed: *Martin Badley*

Company Name	Signed By	Review Due Date
Radiant Heating Solutions T/A Radiant Renewables	Martin Badley	19/11/2026

We value your feedback and are committed to resolving any concerns or complaints you may have about our products, services, or interactions with our organisation. This complaints procedure outlines the steps you should follow to submit a complaint and the process we will undertake to address and resolve your complaint in a fair and timely manner.

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right. We do everything we can to make sure our customers get the best products and service possible. However, sometimes we may not get things right the first time.

We would like you to tell us what went wrong so we can put matters right.

1. Submission of Complaint

a. How to Make a Complaint: If you are not satisfied with any aspect of our service or products, you can tell us about your complaint in the following ways:

In writing – write to us and address your letter to Martin Badley, Radiant Renewables, Unit 5, Baker Business Park, Selwood Court, Sleaford, NG34 8YX

By telephone – call us on 1400 250572 during our office hours and ask for the Customer Services Department.

By email – martin.badley@radiant-renewables.co.uk or liz.rudkin@radiant-renewables.co.uk

b. Contact Information: Please provide your full name, contact details (phone number, email address, and/or postal address), and any other relevant information that will help us identify you and the nature of your complaint.

b. Description of Complaint: Clearly state the details of your complaint, including relevant dates, times, locations, individuals involved, and any supporting documentation or evidence you may have.

2. Receipt of Complaint

a. Acknowledgment: Upon receipt of your complaint, we will promptly acknowledge its receipt, either in writing or through a preferred communication channel you have provided. The acknowledgment will include a unique reference number for your complaint.

b. Complaint Registration: Your complaint will be registered in our complaint management system for tracking purposes, and all relevant details will be recorded.

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3. Investigation and Resolution

- a. Assigned Investigator: An experienced staff member will be assigned to investigate your complaint impartially. They may contact you to request additional information or clarification if necessary.
- b. Investigation Process: The investigator will thoroughly review your complaint, gather all relevant information, and consult with other staff or departments involved, if required. They will aim to complete the investigation within a reasonable timeframe, keeping you informed of the progress.
- c. Resolution Options: Once the investigation is complete, the investigator will present you with the findings and discuss potential resolution options. This may include rectifying the issue, offering an apology, providing compensation, or any other appropriate actions.
- d. Resolution Agreement: If you and the investigator agree on a resolution, the terms and actions will be documented and communicated to you in writing. Both parties will sign the agreement to confirm their acceptance.

4. Escalation

- a. Unsatisfactory Resolution: If you are not satisfied with the proposed resolution, you may request to escalate your complaint. Your complaint will be reviewed by a senior staff member or management team who were not involved in the initial investigation.
- b. Independent Mediation: In certain situations, an independent mediator may be involved to facilitate the resolution process and assist in reaching a mutually acceptable outcome.
- c. Finance Related: Our aim is to resolve all complaints. However, if your complaint relates to finance and if you are not satisfied after receiving our final decision letter, or if eight weeks have passed you have the right to refer your complaint to the Financial Ombudsman Service (FOS). Their contact details are shown below.

Please note: Only complaints relating to the sale of financial services should be referred to FOS.

Financial Ombudsman Service can be contacted in writing:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

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Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 44 20 7964 0500 (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk

5. Final Communication

- a. Closure: Once a resolution is reached or all escalation avenues have been exhausted, a final communication will be sent to you, summarizing the investigation, the actions taken, and any agreed-upon resolutions.
- b. Feedback: We appreciate your feedback on the complaints procedure and your overall experience. You may be invited to provide feedback to help us improve our complaint handling process.

Should you need to reach out to us we are contactable on:

01400 250572 | info@radiant-renewables.co.uk

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