



## Customer Complaints Procedure

Ignite Gas Care Ltd aim to deal with all complaints promptly. We will acknowledge fairly any shortcomings with openness and integrity and aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we offer the following:

### Making a complaint

- If you believe you have a grievance, please write in the first instance to the Office Manager at the following address: Unit 1B, Woodside Trading Estate, Low Lane, Horsforth, Leeds, LS18 5NY
- If you are dissatisfied with the initial outcome, you can appeal to the Managing Director, Jon Oldroyd, in writing to the same address or e-mail to [jon@ignitegasyorkshire.co.uk](mailto:jon@ignitegasyorkshire.co.uk)

### Our Response

We will aim to acknowledge receipt of your complaint within 3 working days and provide you with the name of the person who will be dealing with it. After a thorough investigation we aim to respond formally in writing within 10 working days.

### Further Action

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted Traders in the first instance on 0117 981 2929.