



## Ameresco Ltd Complaints Handling Procedure

### How to tell us if you are unhappy with our service

We aim to provide the highest standards of client service and care for all the services and products we offer. If something goes wrong, however, and you wish to make a complaint, we will work with you to resolve it as effectively as possible. This procedure is published on our website at [ameresco.com/uk](http://ameresco.com/uk) and you can receive a copy by email or post free on request.

### Who to contact

In the first instance, please email Ameresco at [ukcomplaints@ameresco.com](mailto:ukcomplaints@ameresco.com). Alternatively, you can use the Contact section on our website or write to us at Complaint Management, Ameresco Ltd, Halkin Building, 1-2 Paris Garden, London, SE1 8ND.

### The steps in our complaints handling process

- We will acknowledge your complaint within 48 working hours and give you a named point of contact.
- We will work with you to address your concerns and resolve the situation as soon as possible and we will keep you informed every step of the way.
- You will be treated with courtesy and respect throughout the process.
- We are committed to continuous improvement and will learn from and improve our processes to ensure complaints like yours do not occur again.
- We will ensure that you are provided with key information in writing, and we will also keep records of discussions relating to your complaint and its progress.
- If you feel that we are not working to resolve your issue as quickly as you expect you can raise your concern to the Senior Management Team who will review the situation.
- If we are unable to resolve the complaint, we will send you a deadlock letter should you choose to use an Alternative Dispute Resolution.
- You should keep all evidence related to your complaint as the Alternative Dispute Resolution will make a decision based on the evidence submitted by both parties.
- If your complaint is related to UK Energy Supply Management services, the Alternative Dispute Resolution will be through the Energy Ombudsman (<https://www.energyombudsman.org/>) that all UK energy brokers are required to use.

The contact details for the ombudsman are as follows:

Post: Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)