

Complaints Policy

The Vaillant Group endeavours to provide all our customers with a high standard of products and after sales support.

We understand that on occasions our service may not meet with your expectations and we welcome your feedback as this allows us to investigate and monitor the service that we are offering to our customers. Laid out below is our procedure, if you feel you have not received the high standards of customer support that the Vaillant Group endeavours to offer, please let us know.

What is a complaint?

A complaint we would regard as any aspect of our products or services that do not meet with your expectations.

How can I contact the Vaillant Group?

We have multiple ways to contact us and make sure your feedback is received, reviewed and acted upon. It is important that when you contact us to provide your full name, address, postcode, contact telephone numbers and any documentation you feel is necessary to assist with our investigation.

By Telephone

- We find this to be the easiest method for you to communicate with us and our dedicated Customer Service Advisors are available to discuss and take ownership of any issues you may have on 01773 828100.

By Post

- If you feel your enquiry would be more appropriate by written communication, our address is:

Vaillant Group Customer Care
Lynx House
Nottingham Road
Belper
Derbyshire
DE56 1JL

By Email

- If you prefer to send an email please do so:

customercare@groupservice.co.uk

When will I receive a response?

When we have been contacted by phone we do our utmost to deal with your enquiry on this initial call. On few occasions the operative may need to consult another department and accordingly we will advise as such and arrange a convenient time to contact you back.

If you have contacted us via post or email, once received we log every individual piece of correspondence and allocate it to a dedicated member of our Customer Care team. They will review every case impartially and respond in full. Our estimated time for a response is 10 working days, however, if this timescale cannot be met we will contact you to reassure you that your feedback is being investigated and an appropriate resolutions timescale given. All emails are acknowledged for reassurance your feedback was received.

Who do I contact if I am not satisfied with your response?

Contact our Customer Care Manager at the above address. On receipt of your correspondence the Customer Care Manager will carry out an investigation and respond accordingly.

Are you regulated by a National or outside body?

The Vaillant Group is not regulated by any outside or National Body, however, gas works are regulated by the Gas Safe Register who can be contacted on the below:

Telephone: +44 (0)800 408 5500

Website: www.gassaferegister.co.uk

Written: Gas Safe Register, PO BOX 6804, Basingstoke, RG24 4NB

All complaints are worked towards in a fair and reasonable standard. This complaints policy does not in any way affect your statutory rights.

