

Hiyat Business Solutions Complaints Process

Last Updated: 05/06/2023

Complaints will be received from time to time and Hiyat Business Solutions will deal with your complaint in a fair and constructive manner as part of our professional Complaint handling process. This will provide feedback and create an opportunity to learn and therefore assist our aim for better standards of service to you, our clients. We regret that you feel that you have had to complain and will ensure that we are as helpful and friendly as possible during the complaints process.

Complaints should be sent by email to: info@hiyatsolutions.co.uk

We will acknowledge receipt and provide the contact details of the person responsible for resolving your complaint.

We will endeavour to resolve your complaint as soon as possible; however, we may need to carry out investigations which may take longer. We will aim to resolve your complaint within 10 days, but should this take longer we will send you an update within this timescale.

Where the complaint, in whole or in part, concerns the contract between you and your supplier, we will advise the supplier of your complaint within 24 hours. An acknowledgement of this action will be sent to you.

We will record your complaint and all communication associated with it, we will also track the time your complaint has been opened. The complaints handling process covers all communications mediums with our customers, including email and phone.

We may seek to resolve your complaint by making an apology to you, making a gesture of goodwill or by giving compensation.

If after 8 weeks you are still not satisfied with the outcome of your complaint, you can raise your complaint to Ombudsman Services. This is a free service, and you will not be charged for using this service. Ombudsman Services are completely impartial.

Ombudsman Services can be contacted as follows:

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

Phone: 0330 440 1624 (Monday to Friday, 8am-8pm, and Saturday, 9am-1pm)

Email: enquiry@energyombudsman.org

Website: www.energyombudsman.org

Hiyat Business Solutions is responsible for making sure all its representatives are fully trained on their complaints and escalation procedures.