

Eco Service Solutions (E.S.S)

66 Butt Park Rd, Plymouth PL5 3NR | Tel: 07887 607128 |
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Complaints Procedure

How to Raise a Concern About Our Service

Effective Date: June 2026

1. Our Commitment

Eco Service Solutions (E.S.S) is committed to resolving complaints fairly, promptly, and professionally. We welcome feedback as an opportunity to improve our service.

2. What Is a Complaint?

A complaint is any expression of dissatisfaction about our service, conduct, or report quality, whether made verbally or in writing.

3. How to Complain

Please contact us as soon as possible — ideally within 7 days of the service visit or report delivery:

- Email: info@ecoservicesolutions.co.uk
- Phone: 07887 607128
- Post: Ben Littleton, 66 Butt Park Rd, Plymouth PL5 3NR

4. What to Include

To help us investigate quickly, please provide:

- Your name, address, and contact details
- Date of service or report reference number
- A clear description of the issue
- Any supporting photos or documents
- What outcome you are seeking

5. Our Process

Step 1 — Acknowledgement: We will acknowledge your complaint within 2 working days.

Step 2 — Investigation: We will investigate fairly and may contact you for further information. We may need to revisit the property for PRA/service-related complaints.

Step 3 — Response: We aim to provide a written response within 14 working days. Complex cases may take longer — we will keep you informed.

Step 4 — Resolution: Where we have fallen short, we will offer a fair remedy. This may include re-inspection, partial refund, or corrective work where appropriate and within our service scope.

6. If You Remain Unhappy

If you are not satisfied with our final response, you may refer your complaint to an independent mediation service or seek advice from Citizens Advice. For insurance-related matters, contact our insurer as advised in our response. PRA/PRR complaints relating to MCS installation work should be directed to the original installer; we will clarify our advisory role where relevant.

7. Record Keeping

All complaints are logged and retained for 3 years to help us identify trends and improve our service.