

If you are unhappy with our service please let us know. We welcome your feedback as it helps us to continually improve



If you have a complaint, let us know in the following ways:

**Call us** on 0800 331 7638

**Send us a contact form** at [www.seethelight.co.uk/contact](http://www.seethelight.co.uk/contact)

**Write to us** at Driscoll 2, Ellen Street, Cardiff, CF10 4BP

**We aim to respond to all complaints within 10 days**

### Step 1

Let us know you are not happy and we will provide a substantive response within 10 days.

We will always keep you up to date with the progress of the complaint if it takes longer than 10 days to resolve.

We'll only close your complaint when you say it is resolved, or if we don't hear from you within 28 days.

### Step 2

If you remain unhappy with our first response, we will escalate your complaint.

We settle most complaints during this step, but if we can't, we will explain why.

If there is no more we can do for you, we may issue you a 'deadlock' letter. You can also request one of these.

### Step 3

If you are still not happy and:

- Have followed steps 1 and 2
- You have a 'deadlock' letter; or
- 8 weeks' have passed

You can refer your complaint for independent review to the **Ombudsman Services**.

The Ombudsman Services are free, independent and will investigate your complaint, as long as it falls within their terms of reference.

### Ombudsman Services

Contact Ombudsman Services

**Call:** 0330 440 1614

**Post:** PO Box 730, Warrington, WA4 6WU.

**Website:** [www.ombudsman-services.org](http://www.ombudsman-services.org)

Please be advised the Ombudsman Services will not handle complaints about:

- Cable and wiring inside your property
- The content of communications we send
- Commercial decisions about whether to provide a product or service.

