

## InstaGroup Complaints Policy & Procedures

### Introduction

- I This is the policy and procedures that sets out how InstaGroup Limited will deal with complaints about the company and its business practices.
- II The Company recognises that there will be occasions when its actions do not meet the reasonable expectations of the public. This procedure is designed to enable proper consideration to be given to each and every complaint in a way that is as fair and impartial as possible.
- III All complaints will be reviewed regularly by a senior manager of InstaGroup Limited.
- IV A summary of all complaints will be reviewed monthly by the InstaGroup Board of Directors.

### Our Responsibility

In the event of a breach made by a Green Deal Installer or Assessor, the relevant certification body will be notified.

Generally, all complaints must be made to InstaGroup by the Customer within 6 years of the date on which the alleged breach occurs, except for the following matters:

- I Where the complaint concerns matters covered by an installation guarantee, the complaint must be made by the Customer within 5 years of the installation completion for that product (the guarantee period is provided on completion of your installation);
- II Where the complaint concerns matters covered by a consequential damage guarantee, the complaint must be made by the Customer within 10 years of the installation completion date for that product;
- III Where the complaint concerns matters covered by an installation guarantee or consequential damage guarantee in relation to Solid Wall insulation or Cavity Wall insulation, the Customer must make the complaint within 25 years of the installation completion date for that product;
- IV Where the complaint concerns the granting of finance to the Customer under the Green Deal or other personal finance, the complaint must be made at a time when there is still an outstanding balance owed by the Customer under the credit agreement.

For matters involving Green Deal or personal finance, in the event that the Customer is not satisfied with InstaGroup's decision, the Customer may make a further complaint to the relevant Ombudsman Service. InstaGroup will assist the Customer in any such reference, but they can be contacted direct using the details below:

**For matters relating to Green Deal**

Green Deal Ombudsman, The Brew House, Wilderspool Park, Greenall's Avenue, Warrington, Cheshire WA4 6HL

<http://www.ombudsman-services.org/green-deal.html>

**For matters relating to personal finance**

Financial Ombudsmen Service, Exchange Tower, London E14 9SR

<http://www.financial-ombudsman.org.uk/consumer/complaints.htm>

***How to make a formal complaint***

If you wish to make a formal complaint against InstaGroup Limited should be made in writing by letter or email to the relevant addresses below.

You must include all the details including: property details, our customer reference number, Green Deal Plan ID number (where relevant), along with your contact details, email or phone numbers with suitable times for contact.

*InstaGroup Limited  
Insta House  
Ivanhoe Road  
Hogwood Business Park  
Finchampstead  
Berkshire  
RG40 4PZ*

*Email: [complaints@instagroup.co.uk](mailto:complaints@instagroup.co.uk)*

***The Procedure***

Once we have received your complaint it will be dealt with in accordance with the following three steps.

- Step 1: You will be sent an acknowledgement within 48 working hours of receipt of your complaint. If we are unclear as to any aspect of the issues you have raised we may ask you for additional information or clarification in order to investigate the matter further.
- Step 2: If the complaint is not relevant to the InstaGroup, you will be notified within 5 working days of receipt of the complaint and where possible we will direct you to the relevant body.
- Step 3: InstaGroup will review your complaint and a full reply will be sent to you within 20 working days.