

Complaints Policy

Last updated: 26 October 2026

At Verde Heating Ltd we aim to get every job right first time. If something has gone wrong, we want to hear about it so we can put it right. This policy explains how to make a complaint, what will happen next and how long it will take.

This policy covers complaints about our installation, servicing and repair work, our staff and our customer service. It also covers complaints about the consumer credit (finance) options we introduce our customers to.

How to make a complaint

You can complain to us in any way that suits you:

- **By phone:** 01942 537025
- **By email:** info@verdeheating.co.uk
- **In writing:** Verde Heating Ltd, 426 Gidlow Lane, Wigan, WN6 8RG

Please tell us your name and address, how we can contact you, what went wrong and what you would like us to do to put it right. If you have any paperwork, photos or a quote or invoice reference, please include them. If you need help making a complaint, or would like someone to make it for you, just let us know.

What happens next

1. **We acknowledge your complaint** promptly, and in any event within 3 working days. We will tell you who is handling it.
2. **We investigate.** We will look at everything relevant, speak to the people involved and, where needed, arrange a visit to your property. We will keep a clear record of all communications and the actions we take.
3. **We keep you updated.** If we cannot resolve your complaint straight away, we will update you regularly, and at least every 2 weeks, on our progress.
4. **We give you our final response** in writing. It will set out what we found, what we will do to put things right and, for complaints about finance, your right to refer your complaint to the Financial Ombudsman Service.

We aim to resolve most complaints within 4 weeks. In every case you will receive our final response within **8 weeks** of the date we received your complaint.

Complaints about finance

Verde Heating Ltd (FRN 1011855) is an Introducer Appointed Representative of TradeHelp Ltd. TradeHelp Ltd is a credit broker authorised and regulated by the Financial Conduct Authority (FRN 697812). Loans are provided by Novuna Personal Finance, a trading style of Mitsubishi HC Capital UK PLC.

If your complaint is about the finance option you were offered, or about how it was explained to you, please contact us in the ways above. We will tell TradeHelp Ltd about your complaint straight away, and we will work with them to investigate and resolve it. You can also complain to TradeHelp Ltd directly. Complaints about the loan agreement itself are handled by the lender, Novuna Personal Finance.

To contact TradeHelp Ltd about a finance complaint: write to TradeHelp Ltd, Marchwiel Centre, Bryn Lane, Wrexham Industrial Estate, LL13 9UT, or call 01978 666887. TradeHelp Ltd will aim to resolve your complaint straight away. If they cannot, they will write to you within three business days to explain who is handling it and when they will next be in touch. Their full complaints policy is available at tradehelp.co.uk/our-privacy-and-complaints-policies.

The Financial Ombudsman Service

If you are not happy with our final response to a complaint about finance, or if we have not sent you a final response within 8 weeks, you may be able to refer your complaint to the Financial Ombudsman Service. This is a free, independent service. You must normally contact them within six months of the date of our final response.

- **Website:** www.financial-ombudsman.org.uk
- **Phone:** 0800 023 4567
- **Post:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Other complaints

If you are not satisfied with our response to a complaint about our workmanship or service, you may be able to take it further through the scheme that covers that work. For example, gas safety concerns can be raised with Gas Safe Register (our registration number is 950691). Complaints about renewable installations can be raised with MCS (our certification number is NIC200091).

Our commitment

We will treat every complaint fairly, professionally and without delay. Making a complaint will never affect the way we treat you. We take extra care to support customers who may be in vulnerable circumstances, as set out in our Vulnerable Customers Policy.

Verde Heating Ltd, registered in England and Wales, company number 15461799. Registered office: 426 Gidlow Lane, Wigan, England, WN6 8RG.