

Complaints Policy

**Centrica Hive Limited as an IAR of
Sunsave UK Limited and British Gas Services Limited**

Complaints Contact Details

Telephone: **+44 (0)333 202 9614**

Address: Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD

E-mail: complaintsteam@hivehome.com

Has something gone wrong or are you unhappy with the service we have provided you?

We aim to provide a high standard of service, but sometimes things don't go to plan. If this happens, please let us know and we will work with you to fix it as soon as possible.

If you don't feel comfortable raising the issue directly with us, or you're not satisfied with how we are managing your problem, you can escalate your complaint to our principal firms:

- Sunsave UK Limited (FRN: 1008450), who monitors our financial services compliance in relation to non-real time financial promotions we make in relation to solar panel finance. You can contact them via telephone at **+44 (0)203 868 3236**, via email at contact@sunsave.energy, or alternatively in writing at 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ.
- British Gas Services Limited (FRN: 490568), who monitors our financial services compliance in relation to non-real time financial promotions we make in relation to contracts of general insurance and/or regulated credit agreements offered by British Gas Services Limited from time to time. You can contact them via telephone at **+44 (0)333 202 3307**, via email at bgrsexecutiveoffice@britishgas.co.uk, or alternatively in writing at Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD.

If your complaint is about another party, we will refer details of the complaint to the third party and communicate this to you.

Step One: Tell us what's happened, and we'll try to resolve it as soon as possible

Please submit any complaints via email complaintsteam@hivehome.com or call us on **+44 (0)333 202 9614**. Our phonelines are open 9am to 7pm Monday-Friday and 9am-5pm on Saturdays, or you can leave us a voicemail.

Please provide the following information to help us solve the problem:

- Your contact details or account number – just in case we need to ask any follow up questions;
- Background information on the problem;
- What impact it's having on you; and
- Your preferred resolution, if you have one.

We aim to resolve complaints promptly and fairly with clear communication and, where appropriate, fair redress.

If we can't resolve the problem straight away, we will refer it to our Complaints Officer or a member of the senior management team who will take full ownership of resolving it.

Complaints that we solve within three business days will be recorded and communicated via an informal process. If you accept our resolution to your complaint, we will promptly send you a written 'Summary Resolution Communication', which acknowledges that you made a complaint and that we now considered it resolved, and that if you subsequently decide you are dissatisfied with the resolution you may be able to refer the complaint back to us or to the Financial Ombudsman Service. We may also use other forms of communication where we consider doing so may better meet your needs or which we have already used to communicate about the complaint.

Step Two: If we can't resolve it within three business days, we'll follow a more formal procedure:

As a regulated business, we will follow a formal regulatory procedure. We will:

- Send you an initial response letter as soon as we can, and no later than five days after receiving your complaint. This will include details on what we are doing about it.
- Fully investigate the complaint and, where necessary, make contact with you to seek clarification on any points.
- Send you a final response letter as soon as we can, and no later than eight weeks after receiving your complaint. This will include details on how your complaint was investigated, what the outcome was and why, and if we will offer you any financial redress. Any financial redress will include a clear method of calculation, and it will be paid promptly and in full.

If, after we have shared the final response, you either confirm you are satisfied with that solution or you do not provide confirmation within four weeks, we will close your complaint.

Step Three: If we can't resolve it within eight weeks, and you took a finance product from us, you may escalate to the Financial Ombudsman (FOS):

If we do not reach a resolution within eight weeks, we'll contact you to provide a thorough explanation as to why.

If your complaint relates to a financial product, you may escalate the complaint to FOS.

Please be mindful that you must do this within 6 months of the date of our final response.

We will co-operate fully with them in resolving any complaints and agree to be bound by any awards made by them.

The contact details for FOS are:

Telephone:

- **0800 023 4567** (free for most people ringing from a fixed line)
- **0300 123 9 123** (calls to this number cost no more than calls to 01 and 02 numbers)
- **+44 (0)20 7964 0500** (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk