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# District Heat Network (DHN) Complaints Procedure

## Residential Customers

We are committed to providing a reliable and responsive District Heat Network and understand how important it is that our service works as it should.

If something hasn't gone as planned, we want to know. Your feedback helps us to put things right for you and improve the service we provide to everyone connected to our network.

This document explains how to raise a complaint and what you can expect from us at each stage of the complaints process.

### Our promise to you

We treat every complaint seriously and fairly. We will listen carefully, investigate what has happened and keep you informed at each stage of the process.

#### Understanding your concern

We'll take time to understand what's happened, keep a clear record of your complaint and work to address the issue within an appropriate timescale.

#### Investigating the issue

We'll look into what went wrong and why, gathering any relevant information.

#### Feeding back to you

We'll explain our findings, outline the next steps and provide you with a clear, formal response.

### How to make a complaint

#### Stage 1: Get in touch

The quickest way to raise a complaint is to call or email us. Please give us as much information as possible about the problem. Please include your account number, property address, and contact details.

If you are in a vulnerable situation or need additional support, please let us know so we can tailor our response to meet your needs.

Making a complaint will not affect your access to services or the way we treat you.



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## Stage 2: Investigation and response

We will acknowledge receipt of your complaint within five working days.

We aim to resolve your complaint straight away if we can. If we're not able to for any reason, we will:

- Let you know what will happen next and how long we expect it to take
- Ask how you'd like us to contact you
- Keep you updated throughout the process
- Direct you to any relevant independent advice or support services

We aim to respond to your complaint as soon as possible. Where your complaint is non urgent, we aim to resolve this within 8 weeks. This may include arranging a mutually convenient time to access the heat network equipment within your dwelling, should this be relevant to your complaint.

## Stage 3: Outcome and resolution

Once our investigation is complete, we will contact you to explain the outcome of your complaint clearly and in straightforward terms.

Depending on the circumstances, this may include:

- an apology
- a clear explanation of what went wrong
- appropriate remedial action to address the issue
- compensation, where appropriate

If we are unable to resolve your complaint within 8 weeks, or if you are unhappy with our final response, we will explain the next steps available to you, including how to refer your complaint to the Energy Ombudsman. Contact details for the Energy Ombudsman are available [here](#).

## Our commitment to your data

We will handle any personal information you provide in line with data protection legislation.



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## How to contact us

### Call us

01330 826506

### Email us

[properties@leysestate.co.uk](mailto:properties@leysestate.co.uk)

### Write to us

Banchory Trust

Banchory Business Centre

Burn O'Bennie Road

Banchory

AB31 5ZU