



Alzra LTD  
Company number 16948820  
17 Jamieson Road, Liverpool, L15 3JD  
P: 01513142601  
E: [sales@alzra.tech](mailto:sales@alzra.tech)

## Complaints Handling Procedure

### 1. Purpose

The purpose of this document is to:

**RECOGNISE**, promote and protect consumers' rights, including the right to comment and complain

**INCREASE** the level of consumer satisfaction through excellent customer service and improving Alzra relationship with its customers

**ENSURE** that complaints are recorded to meet legislative requirements

**PROVIDE** an efficient, fair and accessible means for resolving customers complaints

**SHOW** our customers that they can depend on us

**COMMITMENT** to continual improvement of complaints handling within the business, including being responsive to feedback from customers about the complaints handling procedure and periodically reviewing the procedure.



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## 2. OBLIGE

We are also oblige to:

**Listen to the complaint:** we are always thankful to our customers for bringing the matter to our attention, we do apologize and accept ownership, don't blame others, and remain courteous.

**Record details of the complaint:** we go through all the relevant details such as dates of complaint and Keep a record of all complaints in one central place or register. This will help us to identify any trends or issues.

**Discuss options for fixing the problem:** customer response and feedback matter a lot for us, that's why we always discuss with customers what response they are seeking, it could be a repair, replacement, refund, or apology.

**Keep our promises:** we always make sure our clients are informed if there have been any delays in resolving their requests. We don't promise things that we can't deliver

**Follow up:** we ensure the customer is satisfied with our resolution, and encourage them to provide feedback to avoid future problems.



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### 3. How Can a Complain Be Made?

A Complaint can be reported for free via:

**Phone-** 01513142601

**Email-** [complaint@alzra.tech](mailto:complaint@alzra.tech)  
[sales@alzra.tech](mailto:sales@alzra.tech)

**Post-** ALZRA LTD  
17 Jamieson Road, Liverpool, L15 3JD

**Website-** [www.alzra.tech](http://www.alzra.tech)

Please be Advise you can also download Alzra complaint handling procedure pdf from our website [www.alzra.tech](http://www.alzra.tech)

Special arrangements will also be made available to complainants with specific needs



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#### **4. How your complain will be Solved?**

**All complaints received will be acknowledged as soon as practicable, after receipt. Where a complaint is received via telephone it should be considered as having been acknowledged immediately.**

**Alzra will endeavor to provide a meaningful response within four (4) business days from receipt.**

**For complaints that are of a complex nature and require extensive investigation, or where a response cannot be provided within four (4) business days, Alzra will keep the complainant informed of progress and agree on a mutually acceptable extension of time.**

**If required, in case of further delay Alzra apologetically will give compensation as a good will gesture**

**Responses will generally be provided in the same manner as received, unless the complainant has indicated that a different means is required.**



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## 5. ESCALATION

If a customer is dissatisfied with the complaint resolution offered by Alzra, or there has been a no resolution by Alzra for more than 8 weeks, under that circumstances the customer Can escalate their complaint to Energy Ombudsman services. The Energy Ombudsman provides a free, fair and independent dispute resolution service if you are unable to resolve a complaint with us.

### Contact Details For Energy Ombudsman

Name : Energy Ombudsman  
Website: [www.energyombudsman.org](http://www.energyombudsman.org)  
Post: Energy Ombudsman P.O. Box 966, Warrington, WA4 9DF  
Phone: 0330 440 1624  
Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)