

Complaints Procedure

At CTC, we value our customers and strive to provide the highest level of satisfaction with our products and services. We understand that occasionally issues or concerns may arise, and we are committed to addressing and resolving them promptly. To ensure a smooth process for handling complaints, we have established the following complaints procedure:

1. **Contact Customer Support:** If you have a complaint about our heat pump or any aspect of our service, please contact our dedicated customer support team. You can reach us through the following channels:
 - Phone: 01388720228
 - Email: sales@gogeothermal.co.uk
 - Online Form: <https://www.ctc-uk.com/contact-us/>
<https://www.gogeothermal.co.uk/contact-us>
2. **Provide Essential Information:** When contacting our customer support team, please provide the following information to help us understand and investigate your complaint effectively:
 - Your full name and contact information
 - Heat pump model and serial number
 - Date of purchase and installation
 - Description of the complaint or issue you are experiencing
3. **Acknowledgment of Complaint:** Once we receive your complaint, our customer support team will acknowledge it within [specified timeframe], either by phone or email, confirming that we have received your complaint and are initiating the investigation process.
4. **Investigation and Resolution:** We will thoroughly investigate your complaint to understand the nature of the issue and identify a suitable resolution. This may involve consulting with our technical team or requesting additional information from you. We aim to provide a response within 24-48h and complete the investigation within 10 working days.
5. **Communication of Findings and Resolution:** After completing the investigation, we will communicate our findings and proposed resolution to you. If the complaint is found to be valid, we will outline the steps we will take to address the issue. We will strive to provide a fair and reasonable resolution within our capabilities.
6. **Escalation:** If you are not satisfied with the proposed resolution or believe your complaint has not been adequately addressed, you can request to escalate the matter. You can ask to speak with a supervisor or manager who will review the case and work towards a mutually acceptable solution.

7. Keeping You Informed: Throughout the complaint handling process, we will keep you informed of the progress made and any developments related to your complaint. We understand the importance of regular communication and will strive to provide timely updates.
8. Continuous Improvement: At CTC we take complaints seriously and consider them as an opportunity for improvement. Your feedback is valuable to us, and we will use it to enhance our products, services, and overall customer experience.

Please note that this complaints procedure is designed to ensure that your concerns are addressed effectively and efficiently. We are committed to resolving complaints in a fair and transparent manner while complying with all relevant laws and regulations.

We appreciate your trust in CTC. If you have any further questions or require assistance, please do not hesitate to contact our customer support team.