

## Hydrogard Group Limited Complaints Policy Notice

### Complaints

We are committed to providing high quality advice and client care, however if you are unhappy about any aspect of the service you have received, in the first instance please contact our

**Chief Executive Officer Chris Brown.**

You can do this by writing to:

Chris Brown  
Chief Executive  
Hydrogard Group Limited – trading as Hydrogard Green Energy  
6 Vulcan Way  
Sandhurst  
Berkshire  
GU47 9DB

Or by email sent to: [chris@hydrogardgroup.com](mailto:chris@hydrogardgroup.com) – Subject Customer Complaint

We try to respond to all complaints or issues within 7 working days and to resolve all complaints within a 28 day period.

In the event of an unresolvable issue, you can refer your complaint to Our nominated alternative dispute resolution provider through HIES, QA Scheme Support Services LTD and the Dispute Resolution Ombudsman.

HIES Can be contacted at: Centurion House, Leyland Business Park, Centurion Way, Leyland, PR25 3GR, 0344 324 5242 or [info@hiesscheme.org.uk](mailto:info@hiesscheme.org.uk)

The parties agree that, in the event of a dispute, we will exclusively attempt to resolve the dispute through using HIES's alternative dispute resolution services.

Our Contract is governed by English Law and any disputes will be dealt with by the courts of England and Wales and subject to the agreement of the parties to attempt to resolve a dispute through alternative dispute resolution, the courts of England and Wales shall have exclusive jurisdiction to hear any dispute arising from this Contract.

This is the Law that applies to your Agreement with us and English is the language that we shall communicate with you in relation to your Agreement and any Contractual dispute or Complaint.

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