

Madola Energy Ltd Complaints Procedure

Complaints about our work

If your complaint is about the installation, the products, or the service you received from us, please contact us at info@madolaenergy.com on 01495 722638, or by post at Unit 11 & 12, Old Geith Works, Crown Business Park, Tredegar, Wales, NP22 4EF. We will acknowledge your complaint and tell you how we will handle it.

Complaints relating to finance

If your complaint relates to the finance agreement itself, including its terms, payments, or how the finance was explained or arranged, please contact the lender named on your finance agreement rather than us. We introduce customers to more than one finance provider:

- If your agreement is with Hometree Finance (a trading name of HTG Finance Limited), please contact them at hello@hometreefinance.co.uk.
- If your finance was arranged through Phoenix Financial Consultants Ltd, please use their complaints route at info@phoenix-fc.co.uk.

If you are unsure which lender your agreement is with, please contact us and we will confirm the relevant lender and provide you with their complaints contact details. If appropriate, we can also forward your complaint to the relevant lender and let you know that we have done so.

If you are unhappy with the outcome of your finance complaint, or you have not received a final response within eight weeks, you may be able to refer your complaint to the Financial Ombudsman Service (FOS). The service is free and independent.