

Puredrive Energy Ltd,
A Duracell Authorised Licensee
Unit 18A and 18B,
Orchard Trading Estate,
Evesham Road,
Toddington,
Gloucestershire,
GL54 5EB
UK

Complaints Policy

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At Duracell Energy we are committed to delivering excellent service in a fair, comprehensive, and timely way. However, if you are dissatisfied with any aspect of our service, please let us know so we can address the issue as quickly as possible.

This Complaints Policy is reflected in the Complaints Procedure as part of the process of monitoring the quality and effectiveness of the Duracell Energy services, ensuring all users and organisations have clear information about how to raise any complaint or concern. Duracell Energy Privacy Policy also applies to this policy.

This policy will be reviewed periodically to ensure it remains up to date with consumer protection laws and company practices.

References in this policy to “working days” mean a day other than a Saturday, Sunday, or public holiday in England when Banks in London are open for business or a close down period which will be notified by Duracell Energy.

1. Complaints Procedure

The purpose of this procedure is to describe methods for raising and resolving a complaint.

This complaints procedure is part of the process for monitoring the quality and effectiveness of the Duracell Energy services, ensuring all users and organisations have clear information about how to raise any complaint or concern.

This procedure for raising and addressing concerns and complaints is open to anyone who either receives or requests a service directly or indirectly from Duracell Energy (the “Complainant”) or is acting on behalf of the Complainant.

1.1. Submitting a Complaint

If you have a complaint or concern, please contact us through any of the following methods:

- **Email:** complaints@duracellenergy.com
- **Phone:** 0808 281 2855
- **Mail:** Duracell Energy Customer Services
Puredrive Energy Ltd.
Unit 18a & 18b
Orchard Industrial Estate
Evesham Road, Toddington
Cheltenham
GL54 5EB

01386 577845

@duracellenergy

 duracellenergy.com

 @DuraEnergy

 @Duracell-energy

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 @Duracellenergy

 @duracellenergy_

 sales.uk@duracellenergy.com

 @DuracellEnergyHomeBatteryStorage

Please provide the following details when submitting a complaint:

- Your full name, address and contact details
- A clear description of your complaint
- Any relevant reference numbers or supporting documents, including serial numbers of any Duracell Energy or connected products
- The outcome you are seeking, if applicable
- Details of your installer if applicable

1.2. Acknowledgment of Your Complaint

Once we receive your complaint or concern, we will:

- Acknowledge receipt of your complaint, within 2 working days of receipt of your complaint.
- Assign a reference number for tracking purposes, which will be shared with you in our acknowledgment.

1.3. Investigating Your Complaint

We take all complaints and concerns seriously and will thoroughly investigate the issue.

During this stage, we may:

- Request additional information or documents if needed.
- Keep you informed about the progress of the investigation.

The investigation may take up to 5 working days, but we will strive to resolve it as quickly as possible. If we anticipate a delay, we will notify you.

1.4. Resolving Your Complaints

Once the investigation is complete, we will:

- Provide you with a formal response that outlines the findings.
- If your complaint is upheld, we will take appropriate corrective action and inform you about the action taken.
- If your complaint is not upheld, we will provide a clear explanation of our decision.

1.5. Escalation

If you are not satisfied with the resolution, you may request for the complaint to be escalated to a senior member of our Customer Service team for further review. To escalate, please respond directly to the resolution email or contact our team through any of the provided channels.

We will review your request and aim to provide a response within 5 working days of receipt of your escalation request.

If you are still not satisfied after the escalation, you have the option to escalate to our Customer Service Manager, who will review and issue our final decision on your complaint.

1.6. Communication

Throughout the complaints process, customers will be informed of the status of their complaint via email or phone. You may need to check your junk mail folder.

If there are any delays or issues, our Customer Service team will provide updates and resolutions promptly.



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