|  |  |  |
| --- | --- | --- |
| Woodsure to manage UK Government's Biomass Suppliers List | Bioenergy  Insight Magazine | **Complaint Questionnaire** | Complaint reference:  (BSL use). |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Consumer’s Name: | | | | | | *If you are not the consumer, please provide details of your relationship with the consumer. All further correspondence will be directed to the consumer’s address (unless we receive written authority from said consumer).* |
|  | | | | | |
| Address (where woodfuel was delivered) | | | | | |
|  | | | | | |
| Contact Details: | | | | | | |
| Tel: | | | Mobile: | | Email: | |
| Delivery Date | |  | | | | |
| Supplier Name |  | | | BSL reference number. |  | |
| Name of Supplier contact |  | | | Did you collect from supplier? | Yes/No | |
| If yes please give address of collection |  | | | If no, please give delivery address if different to consumer address |  | |

*\*Please note we can only receive a valid complaint if the wood/fuel was supplied within 30 days\**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Have you informed the  BSL registered business/Supplier of the complaint? | Yes/No | If yes, when did you inform them? |  | |
| If yes, have they responded to your complaint | Yes/No | Outcome of response |  | |
| Were you provided with an invoice/ receipt? | Yes/No | *Note – if you have answered ‘yes’ to any of these questions, please forward copies to complaints@bsladmin.org* | | |
| Please provide photographs of the current fuel in storage | Available?  Yes/No | Please provide any other relevant correspondence with the supplier, if available | Available?  Yes/No | |
| Please explain the nature of the complaint. Please try to keep your reply concise and relevant to points raised in the prior checkboxes. Please continue on a separate sheet if necessary. | | | |
|  | | | |

Please note: if the information requested on this form is not returned within 10 working days, BSL will close the complaint and no further action will be taken. Upon receipt, we will review the information and will provide an update on the next course of action. Where the complaint is agreed, the BSL registrant will be instructed to deal with you directly.

**This will involve us sharing contact details with the supplier. Please state if there are details you do not wish to be shared. If you do not wish the supplier to address the concerns directly, then this will restrict our options and we may not be able to assist in your complaint.**

|  |  |
| --- | --- |
| Where possible, BSL will utilise Email and Telephone as the preferred method of contact. If no email address is provided, correspondence will be sent by post. | |
| **By signing this questionnaire, I/We declare that I/we have read and understood the terms of the BSL complaints policy and agree to abide by them. A copy of the full complaints policy is available by request.** | |
| \*Signature: | [\*If filling in online please type your name.] |
| Please print your name/s in full: | |
| Date: | |
| Please return this signed Complaint Questionnaire and any accompanying information to:  [complaints@bsladmin.org](mailto:compliants@bsladmin.org) **or by post to**  **BSL, Severn House, Unit 5, Newtown Trading Estate, Green Lane, Tewkesbury, GL20 8HD.**  Please note BSL will record and file your details in line with our Complaints Policy and GDPR policy. | |