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

There may be times when consumers, fuel registrants or associated organisations feel dissatisfied with the service provided by BSL or a member of our staff. We will always endeavour to assist in resolving any concern received and take appropriate steps to improve our processes.

Please note that, whilst all efforts will be made to arbitrate any complaint, there may scenarios where the nature of the complaint falls outside of the purview of BSL. Where this is the case, we will endeavour to provide you with the correct body or association to forward the complaint.

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| Name: | | |
|  | | |
| Address: | | |
|  | | |
| BSL number/application reference (where applicable): | | |
|  | | |
| Contact Details: | | |
| Tel: | Mobile: | Email: |
| What does your complaint relate to: | | |
| The BSL Scheme  / A member of staff  / BSL policy | | |
| When was your application submitted? | | |
|  | | |
| Does your complaint relate to RHI payments/claim? | | |
| Yes/No | | |
| Does your complaint relate to the timeframe of your application being approved? | | |
| Yes/No | | |
| Does your complaint relate to your audit? | | |
| Yes/No | | |
| Does your complaint relate to fuel quality? | | |
| Woodsure  / Other  / No | | |
| Please explain the nature of the complaint. Please continue on a separate sheet if necessary. | | |
|  | | |

When a complaint is received, it will be assigned to the appropriate manager and allocated a unique reference number. The complainant will be acknowledged and made aware of the person dealing with their complaint together with an indication of how long it will take to investigate and report back to them. It may be necessary to contact the complainant a number of times to ensure that we have all the necessary information and that they are kept up to date.

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| 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:  [compliants@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 and GDPR policies. | |