

Our complaints policy and procedure

How to complain about the
service you have received from
Salix Finance

June 2026



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Our commitment to you

We take all complaints we receive seriously and we are committed to the continuous improvement of the services we provide.

Responding and dealing with any complaints or compliments is important because they inform how we can improve.

Any complaints received will be dealt with in accordance with this complaints policy and procedure.

We know that sometimes things can go wrong. Where a mistake is made, we'll admit it and take action to put things right.

We want to make sure errors are identified and corrected. We understand our responsibility to deal openly, honestly and transparently with any complainant.

We aim to resolve all complaints at the initial stage without the need for escalation. If we have acted properly, we will firmly promote and support the high standards of conduct and service delivery that we see as so important.

Whistleblowing

We have a separate process and procedure for dealing with whistleblowing.

You can report issues or concerns about potentially illegal or unethical activities within Salix or connected to the funding schemes that we deliver.

Please see our [whistleblowing policy](#) or send an email to whistleblowing@salixfinance.co.uk

The types of complaint we can help you with

We know that complaints might cover all aspects of the work we do.

They could include the quality of the service you have received from us, the way we've worked with you or if a service was not provided as you expected.

There may be other reasons.

We have responsibility for making decisions that can impact on individuals and organisations in the public sector and you may wish to complain about one of these.

We are a non-departmental public body which is wholly owned by the UK government. This means the funding we administer on behalf of the UK, Scottish or Welsh governments is governed by the policy decisions of those organisations.

If you have a complaint about a funding scheme or policy relating to a scheme we deliver on behalf of the UK, Welsh or Scottish governments, you should write to the relevant organisation and/or to your local MP.

If you're unsure how to do this, let us know and we will do our best to help.

Complaints relating to specific energy efficiency or retrofit projects should be directed to the organisation or contractor leading the work. Again, if you're unsure how to do this, let us know and we will do our best to help.

Useful links

[Complain to the Department for Energy Security and Net Zero](#)

[Complain to the Welsh Government](#)

[Complain to the Scottish Government](#)

[Find your local MP's contact details](#)



How to complain

You can make your complaint in writing or by phone.

Please send an email to complaints@salixfinance.co.uk or call 020 4542 6439.

You can also write to:

Complaints
Salix Finance
10 South Colonnade
Canary Wharf
LONDON
E14 4PU

What we need from you

We'll need the full details of the issue that you are complaining about.

Please tell us what happened, when, what the problem is, who you believe caused it and why. It would also be helpful to understand the resolution you are seeking. Please include your phone number and email address.

Your address would be useful too. We'll acknowledge receipt of your complaint within two working days. You'll be contacted by a member of our complaints team who will handle your case.

What will happen after we receive your complaint

Our ambition is to resolve most issues informally through discussion.

This might be with the most appropriate member of Team Salix or a more senior manager. However, if the matter needs to be addressed formally, we have a three-stage procedure.

The first stage aims to resolve the complaint at the earliest opportunity.



Stage one

Resolving your complaint

A member of the complaints team will contact you to see if a satisfactory solution can be reached without recourse to our formal procedure.

You will be contacted within two working days of your complaint being received. It will be acknowledged and arrangements made to review the complaint with you.

If it is not possible to agree a resolution and the complaint requires an investigation, the person dealing with your complaint will carry out the necessary enquiries.

We aim to conclude investigations within ten working days from the day we agree that one is necessary. If the issue turns out to be more complex and additional time is required, we'll contact you to explain what is happening, why there is delay and to advise and agree new timescales with you.

We usually consider complaints closed after 28 working days if we don't get a response from you. We may extend this timeframe at our discretion should you feel more time is required to resolve your complaint.

At the end of the investigation, we'll write to you setting out the outcome, our response to your complaint and how we propose to resolve it.

At this point, the file will be closed. If you are unsatisfied with our response, you should contact the person who dealt with your complaint and ask that the case is reviewed.

We'll need to receive your request for a review within 28 working days.



Stage two

Asking for a review

We move to stage two of our complaints procedure if you remain dissatisfied at the end of our initial investigation into your complaint and you have requested a review.

At this point, your complaint will be referred to a different member of the complaints team. They will be supported and supervised by a senior manager, appointed by the chief executive.

The senior manager, usually a director, will be from a part of the Salix business not relating to the complaint and who hasn't been involved at stage one.

We'll ask you to explain why you are still unhappy with the response you have received and what you would like to happen to resolve your complaint. We will carry out our review within 15 working days.

The reviewer and the senior manager will have access to all records and will be able to speak to all people involved to enable them to conduct their enquiries. Once complete, they will write to you setting out their conclusions and proposed actions.

If the reviewer has recommendations to make, these will be sent to the chief executive for consideration. A copy of the review will also be shared with the chief executive and our executive leadership team.



Stage three

Complaining to the Ombudsman

If you're not still happy with how we've dealt with your complaint at stages one or two, and you would like to take the matter further, **you can contact the Parliamentary and Health Service Ombudsman**.

The Ombudsman makes final decisions on complaints not resolved by government departments, the NHS and some other public organisations.

The service is free for everyone.

To find out how to take a complaint to the Ombudsman, please visit the complaints section of the ombudsman's website or call 0345 015 4033.

Please be advised that the Parliamentary and Health Ombudsman has time limits for dealing with complaints (usually within 12 months of becoming aware of the issue) but you should check.

Our advice is to contact the Ombudsman sooner rather than later.



Vexatious or repeated complaints

We are committed to taking complaints seriously

However, we may refuse to deal with a complaint if it appears to be vexatious or if it has been considered before but no new facts or grounds for revisiting it have emerged since.

Data protection complaints

We are committed to upholding the highest standards of transparency, fairness, accountability and public trust when processing personal data and responding to complaints.

Under the Data (Use and Access) Act 2025, you have a statutory right to complain directly to public authorities about data protection matters.

You should follow this route first before referring to the Information Commissioner's Office (ICO).

Data protection complaints are handled separately from corporate or service complaints. We do not require you to use a specific form for data protection complaints. They can be sent using any of our communications channels but the quickest method is **by email to dpo@salixfinance.co.uk**.

All data protection complaints will be acknowledged within 30 calendar days of receipt. Where clarification is required to understand the complaint, we will contact you promptly for further information.

We aim to investigate and provide an outcome explaining the actions taken and any resolution within three months of receipt, unless exceptional circumstances apply.



Reviewing this policy and procedure

This complaints policy and procedure will be reviewed at least every two years.

We may carry out a review earlier in the event of relevant legal, regulatory and/or operational change.

Our last review took place in June 2026 when we added the information relating to data protection complaints and updated the format of the document.



salix

The logo for Salix Finance, featuring the word "salix" in a white, lowercase, sans-serif font. The letter "x" is stylized with a white leaf-like shape integrated into its right side. The background is a dark blue gradient with a diagonal split into a teal section at the bottom right.

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Enquiries regarding this publication should be sent to:
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