

COMPLAINTS HANDLING POLICY

LC-P-006 / Rev03, January 2025



1 INTRODUCTION & POLICY STATEMENT

Trojan Energy Limited (**Trojan Energy / we / us**) seeks to continuously maintain and enhance our reputation of providing our customers with high quality products and services. We value complaints as they assist us to improve our products, services and customer service.

We are committed to being responsive to the needs and concerns of our customers or potential customers, and to resolving your complaint as quickly and satisfactorily as possible.

We are committed to being consistent, fair and impartial when handling your complaint.

2 DEFINITION OF COMPLAINT

In this policy, a **complaint** means an expression of dissatisfaction by a customer relating to a product or service provided by us.

3 HOW TO MAKE A COMPLAINT

If you are dissatisfied with any products or services provided by us, you should contact us:

- (i) by email at complaints@trojan.energy;
- (ii) by writing to us at Complaints Team, Trojan Energy, W-Zero-1 Building, Energy Transition Zone, Hareness Road, Aberdeen, AB12 3LE; or,
- (iii) by calling our Customer Services team by telephone at 0800 0854 644.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

4 RECORDING COMPLAINTS

When taking a complaint, we will record your name, contact details and all details of your complaint. We will also record details relating to actions taken to resolve the complaint and communication between us, including relevant dates and times.



Your personal data will be handled in accordance with our Privacy Policy, available at <https://trojan.energy/privacy>.

5 INVESTIGATING YOUR COMPLAINT

We are committed to resolving your issues at the first point of contact, however this will not be possible in all circumstances.

We will acknowledge receipt of your complaint within five (5) business days. Once your complaint has been received, we will undertake an initial review of your complaint and contact you if we require any further information, including for you to clarify any detail you have provided.

We are committed to resolving your complaint within ten (10) business days of you lodging your complaint, however this may not always be possible. Where we have been unable to resolve your complaint within ten (10) business days, we will inform you of the delay and provide an estimated date when we will be in a position to do so.

Once we have finalised the investigation into your complaint, we will advise you of our findings and any action we have taken or intend to take.

You have the right to make enquiries about the current status of your complaint at any time by contacting us.

6 YOUR CONSUMER RIGHTS

Complaints made by you will not affect your statutory rights.

7 RELATED DOCUMENTS

Zero-Tolerance Policy (LC-P-007)