

Complaints Procedure

The Procedure

1. Initial Contact

The customer can contact us initially by phone, email or post. They should do so as soon as possible after first noticing the problem.

2. Recording the Complaint

We will take the details of the complaint, make a formal record of our receipt of the complaint and make a thorough note of the issue(s) raised.

3. Customer Rights

We will inform the customer that we will do our best to resolve the complaint in a timely manner but that they have a right to refer the complaint to the Renewable Energy Consumer Code (RECC) if we cannot reach a satisfactory resolution (see point 9).

4. Written Confirmation

For complaints received by phone, if we can't resolve the customer's issue(s) immediately, we will ask the customer to put the complaint in writing so that there is a clear record for everybody. We will offer help with this if the customer wants it.

5. Supporting Information

If necessary, we may have to ask the customer to provide us with copies of paperwork or other material to support their complaint. We will make a note of anything received from the customer in the complaints record.

6. Inspection and Site Visits

If we need to inspect the system or visit the customer to investigate the complaint, we will do so within 7 days of receiving the complaint.

- If the customer is without heating or hot water because of the situation that led to the complaint, we will attend within **24 hours**.
- If the visit identifies an issue that is our responsibility, **any remedial work or corrective actions will be carried out FOC (Free of Charge)** to the customer.
- If a visit is necessary, we will let the customer know the outcome as soon as possible after the visit. We will also record this in the complaints record.

7. Record Keeping

We will keep a note of all contacts (or attempted contacts) with or from the customer while we are trying to resolve the complaint, including telephone conversations.

8. Response Time

We will respond to the customer with our findings and a summary of actions/communications within **10 working days** of receiving the complaint. Whenever possible, we will aim to resolve the complaint more quickly and informally — for example, with a phone call to give advice that solves the problem. We will make a clear record of any complaints resolved in this way.

- Where remedial work is required and falls within the scope of our responsibility, it will be completed **FOC (Free of Charge)**.

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9. Unresolved Complaints

If we cannot resolve a complaint and/or the customer is not satisfied with the resolution offered, we will advise where they can pursue their complaint.

9.1 Technical Complaints

If the complaint is (partly or wholly) about technical aspects of the installation of an energy generator, we will direct them to our MCS installer certification body – **Rob Porter** via email at robporter@theiaa.co.uk or telephone on **07852 216307**.

9.2 RECC Complaints

If the complaint is about matters within the remit of the RECC, we will direct the customer to RECC. The RECC dispute resolution process is set out in the 'How to Complain' section of the RECC website.

10. Cooperation with External Bodies

We will cooperate fully with our MCS certification body and/or RECC complaint-handlers to assist them to resolve the complaint.

11. Legal Action

We will not take, or threaten to take, action against a customer through the courts without first trying to solve the problem as set out here and in RECC's dispute resolution process.

12. Continuous Improvement

We will regularly review our complaints records to identify any actions we may need to take to prevent complaints recurring.

13. IF WE CANNOT REACH AGREEMENT

14. Our aim is to resolve all complaints. However, if your complaint relates to finance and if you are not satisfied after receiving our final decision letter, or if eight weeks have passed you have the right to refer your complaint to the Financial Ombudsman Service (FOS). Their contact details are shown below.

15. Please note: Only complaints relating to the sale of financial services should be referred to FOS.

16. Financial Ombudsman Service can be contacted in writing:

17. Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 44 20 7964 0500 (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

18. Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk