



Core Document

Model complaints procedure

The aim

A complaint is any expression of dissatisfaction by our customers where they want us to do something about it. Where a customer has a complaint, we will consider it and try to find an agreed course of action to resolve the complaint speedily and effectively to the customer's satisfaction.

The procedure

- The customer can contact us initially by phone, email or post. They should do so as soon as possible after first noticing the problem.
- 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.
- 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).
- 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.
- 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.
- 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 get out to them **within 24 hours**. 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.
- 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.
- We will respond to the customer with our findings and a summary of actions/communications **within 10 working days** of receiving the complaint. Whenever we can, we will aim to sort the complaint out more quickly than this 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.

- 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.
- 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; Napit, 0345 543 0330 or info@napit.org.uk
- 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.
- We will cooperate fully with our MCS certification body and/ or RECC complaint-handlers to assist them to resolve the complaint.
- 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.
- We will regularly review our complaints records to identify any actions we may need to take to prevent complaints recurring.