# P18 Management of Complaints

**Objective:**

In order to help ensure that customers' complaints are dealt with effectively, professionally and reviewed in order to prevent the complaint from recurring.

**Scope:**

To cover all areas where we come into contact with, or carry out work for, prospective or existing customers.

| Revision Date | Amendments Made |
|---|---|
| 01/06/2018 | Version Control Introduced |
| 11/01/2019 | RECC mediation and independent arbitration service information updated in-line with sections 9.1 and 9.2. How to access this service updated. |
| 18/07/2023 | RECC update to the Code including Renewable Adjudication Service - procedure updated to reflect this |
| 09/05/2024 | Updated 7 working days to 10 working days as per RECC's guidelines for communication of the complaint findings, and 5 working days for inspection of the property |
| 25/09/2025 | Updated terminology in line with MCS 2025 |
| 27/03/2026 | Include escalation to RECC and MCS, per MCS Complaints Policy (v1.0 2026) |
| 18/09/2026 | More information on ADR included |

**Procedure:**

Note: It is a requirement of RECC that we inform the domestic customer of our complaints procedure which must remain in compliance with Section 9 of the Renewable Energy Consumer Code.

Our complaint handler, Faisal Nadeem is responsible for ensuring complaints are responded to and resolved appropriately. Complaints can be submitted to us in writing or by telephone, and we should transfer the details onto R06 - Customer Complaints Record.

The allowed time for this complaint to be resolved will be established, and will, in relation to complaints received from domestic customers, conform to RECC's requirements along with the MCS Customer Commitment.

The process will include the following:

- Details of the complaint shall be transferred to the R06 – Customer Complaint Record;
- We must acknowledge the complaint within two working days of receipt;
- The domestic customer may use a consumer representative or observer to help deal with the complaint. Where this is the case, we must co-operate fully with this person;
- The person dealing with the complaint will consider the details of the complaint and report the findings clearly to the customer within 10 working days of receiving the complaint;
- Where appropriate we will arrange to inspect the customer's system within 5 working days of receiving the complaint and within twenty four hours of receiving the complaint where a domestic customer is without heating or hot water as a result of the situation that has led to the complaint;
- The person dealing with the complaint will attempt to find an agreed course of action to resolve the complaint speedily and effectively to the customer's satisfaction;
- Where the timescales for any agreed actions cannot be met, the customer shall be kept fully informed of the reasons for


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the delay and new timescales agreed;

- Where we are unable to resolve any complaints received from domestic customers, escalation can be made through MCS - mcscomplaints@mcscertified.com or 0333 103 8130 or RECC's nominated provider Green Homes Dispute Resolution on 0204 616 0015 or hello@ghdr.org.uk;

- Where escalation doesn't result in resolution, the escalated party (MCS or RECC) can opt to escalate further to an Alternative Dispute Resolution process. We will cooperate with this ADR process.

- Full details on the progress and outcome of the complaint should be detailed on the R06 – Customer Complaint Record.


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