

## Customer Complaints Procedure

- a. Our organisation recognises that it may receive complaints from time to time from clients and others in a variety of forms and this may be by contact with any member of our team. All colleagues must report the complaint in detail to Matt Cripps who is responsible for handling complaints irrespective of how it was received.
- b. The complainant is asked to provide details of their complaint in writing, however the complaint will be logged within our CRM by selecting NC notification within the management system. Complaints are recorded and the internal report can be viewed, including status, by selecting (PCMO >Audits & Reports > Audit Reports>Complaints). All correspondence associated with complaints will be retained in way by adding this to the NC.
- c. This report identifies the complainant, the date logged, a summary of the complaint, a summary of any investigation findings, an indication of the outcome, and a summary of any action taken to resolve the complaint if it was upheld.
- d. Matt Cripps will respond within 7 days of receiving a complaint unless otherwise agreed and in all cases, the complainant will be notified of the status and timescales. Where the complaint cannot be resolved quickly due to technical or complexity reasons, Matt Cripps will advise how the timescales to resolve this will be dealt with. Where a customer is left without water and or heating, we will resolve the issue in 24 hours.
- e. The Company recognises the reputation damage that can arise from unresolved complaints and handles all complaints as promptly as possible. Where relevant, complaints are handled in line with the requirements of the Consumer Protection Scheme.
- f. Should the complaint be in direct relation to a Green Deal installation and we are unable to resolve the complaint, the client will be given details of the Green Deal Provider. Irrespective of the reasons for the complaint, we will cooperate fully with any investigation carried out by the Green Deal Provider. Where we are not required to take any further action in relation to the complaint, we will notify the complainant in writing within seven working days of receiving the complaint. The installation company will send the GDP details of any complaints or findings that arise from the installation. This will include details of any customer issues that the GDP may be required to resolve or information that may impact other contractors carrying out the installation of other EEMs.
- g. If our competent persons scheme or the Consumer Protection Scheme asks the company to investigate and resolve a complaint that has been lodged with them, the procedure above is followed and the outcome fed back to the person who asked for the investigation.
- h. If our competent persons scheme or the Consumer Protection Scheme has a complaint about the Company that they are investigating, the Company will cooperate fully with that investigation. All correspondence associated with complaints will be retained within the relevant project and accessible via the Audit Reports portal.

- i. Where the complainant remains unhappy with the decision, an offer of arbitration by an independent body agreeable to both parties can be used. This may have cost implications to the complainant.
- j. All correspondence pertaining to each complaint will be retained in the complaints register which is accessible by selecting (PCMO >Audits & Reports > Reports > Complaints) for inspection by the CPS and/or Accreditation Body.
- k. In all instances, NOTES will be added to the project and external documents received will be scanned and stored within the CRM at project level.