**Complaints Procedure**

1. **Objective:** To ensure that any complaints we receive are dealt with in a structured manner by being recorded, acknowledged, and resolved appropriately.
2. **Scope:**
   1. All areas of our operation.
   2. A complaint is any expression of dissatisfaction by our customers where they want us to do something about it.
3. **Revision Date Amendments Made**

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| Version | Amendment Details | Approved by | Date |
| 1.0 | PAS 2035:2019 and PAS 2030:2019 Introduced | Jon Burchfield | 19/03/2020 |
| 1.1 | Inclusion of Alternative Dispute Resolution and RECC guidance | Jon Burchfield | 14/07/2021 |
| 1.2 | Review and cosmetic update | Jon Burchfield | 01/07/2024 |
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**4.0 Procedure:**

* 1. **Initial Contact and Record Keeping:**
     1. 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. We will take the details of the complaint, make a formal record of our receipt of the complaint on the complaints record, and make a thorough note of the issue(s).
     3. 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 to [support@cotswold.energy](mailto:support@cotswold.energy) so that there is a clear record for everybody. We will offer help with this if the customer wants it.
     4. Any complaint related to PAS 2030:2019 and PAS 2035 compliance must be informed to the Quality Representative and Retrofit Coordinator without delay.
  2. **Investigation and Resolution:**
     1. 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.
     2. 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 and record this in the complaints record.
     3. 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.
     4. The Quality Representative, or delegated person, will fully investigate the complaint, decide on the next course of action, and record all relevant information.
     5. The issue should be rectified within the time period agreed with the complainant, or the complainant should be contacted, and a new timescale agreed.
  3. **Communication and Follow-up:**
     1. 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 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.
     2. Once the issue is rectified, this should be detailed on the complaints record. Whenever possible, we should try to obtain written confirmation that the complaint has been resolved to the satisfaction of the complainant. Any information received will be retained in the complaints record.
     3. The Complaint Form and any relevant information should be collated by the Quality Representative. The Quality Representative will enter the details of the complaint in the complaints record under the same reference number as the Complaint Form. The record should be marked as to whether the complainant was satisfied with the outcome. Any evidence supporting the documented outcome should be retained within the complaints record.
     4. Preventative action should be considered to prevent a recurrence of this issue. This action should be recorded on the Corrective and Preventive Action Record.
  4. **Escalation: MCS and RECC**
     1. 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.
* If the complaint is about matters within the remit of the RECC, we will direct the customer to RECC. The consumer can register by completing the online complaint form: [Complaint Form - Renewable Energy Consumer Code (RECC)](https://www.recc.org.uk/complaint-form). If a hard copy is requested, this will be provided.
  + 1. In the event that complaint cannot be resolved with the assistance of the Code Administrator through mediation, the consumer can request that their complaint is passed to the Renewable Adjudication Service. Alternatively, the consumer may consider taking legal action.
    2. We will cooperate fully with our certification body and/or RECC complaint handlers to assist them in resolving the complaint.
    3. We will not take or threaten to act against a customer through the courts without first trying to solve the problem as set out here and in RECC’s dispute resolution process.
  1. **Alternative Dispute Resolution (ADR): PAS2030/2035**
     1. If the complaint related to PAS 2030:2019 and PAS 2035 compliance cannot be rectified to the satisfaction of all parties, we are to refer it to our Scheme Provider who may then recommend an Alternative Dispute Resolution process, including referral to the Dispute Resolution Ombudsman (DRO) if required. If our Scheme Provider does not have an ADR in place, TrustMark may recommend or refer the dispute to independent mediators.

1. **Record Keeping:** Any complaints records will be submitted to the Retrofit Coordinator upon request and kept for a minimum of six years, or the length of the insurance-backed guarantee.
2. **Review and Improvement:** We will regularly review our complaints records to identify any actions we may need to take to prevent complaints recurring.