

# CUSTOMER COMPLAINTS

## Complaints procedure

### Scope

Our complaints procedure covers all areas of the business including:

- Head office
- Virtual office
- Installation teams
- Subcontractors

All internal stakeholders (employees, subcontractors) are responsible for following our complaints procedure.

### Overview

Our complaints procedure is in line with PAS 2030:2019 standard and ensures all complaints are captured, logged, investigated and resolved to ensure the best possible outcome for our customers.

The purpose of this document is to ensure that

- All of our stakeholders have a thorough and clear understanding of our processes
- That our complaints handling is transparent and help ensure constant improvement to the benefit of the business and its customers
- That it supports our internal quality assurance controls
- That there is a clear process in place
- Provide clarity to all employees/subcontractors to support training

We commit that all employees receive training for complaints handling and that feedback is regularly provided through our team meetings to ensure they are made aware of any recurring issues and changes that will be implemented to address these.

### Customer Charter

All complaints are handled fairly with transparency and we fully adhere the following customer charter in line with TrustMark:

- Comply with this Customer Charter, and work to the operational requirements set out in the Code of Conduct (business behaviours) and the Codes of Practice (technical standards) relevant to the works completed
- Provide accurate performance claims for any home heating, insulation, energy saving or energy generation installations, and then supply products and services that perform as promised

- Carry out a proper testing and hand-over process so you know about how things work and how we must be maintained
- Follow processes correctly, turn up for appointments and work the hours we say we will
- Act in a responsible and professional manner
- Be responsive, approachable and treat customers fairly and with respect
- Communicate clearly and in good time so you always know what is happening, for example if we are running late for an appointment or if anything changes
- Be mindful of vulnerable customers
- Respect the sanctity of your home and agree any access requirements with you
- Keep their work area safe, with minimum of disruption, ensuring that it is tidy at the close of the day
- Protect your personal information in compliance with data protection regulations
- Try to understand your circumstances so, where you receive advice, that advice is suitable and takes account of your needs
- Supply you with goods and services in line with your usual consumer rights
- Give you the right information, at the right time, being clear and transparent
- Tell you openly who we are and what we do, and the same for every sub-contractor or third party acting on their behalf
- Follow fair marketing practices, including no misleading advertising
- Observe 'no cold calling' zones and stickers, avoid high pressure selling techniques, and instruct any third party working on their behalf to do the same
- Explain to you the benefits of the TrustMark scheme and signpost you to the Information Hub
- Provide you with clear, accurate and understandable information about products and services
- Inform you about whether you need any other legal or technical consents for the work being planned
- Tell you what will happen next, and by when, and keep you updated of progress before, during and after the point of sale
- Protect you with clear contracts
- Provide you with a clear and detailed, itemised written quotation, and terms and conditions that you understand
- Signpost you to independent advice before you sign a contract
- Explain your cancellation rights – where appropriate
- Provide fair pricing and contracts with no hidden costs or penalties
- Do its best to resolve any concerns or complaints
- Provide a free initial complaints process and ensure there are no barriers for you to be able to contact them with queries, requests, concerns or complaints
- Take responsibility for any issues where we may be at fault and look to resolve them with minimum disruption
- Signpost you to their Alternative Dispute Resolution service, and the TrustMark complaints process
- Use your feedback to improve how we do things

### **The objectives**

Our complaints procedure ensures that:

- All customer understand their rights and how to make a complaint
- Provide full transparency to customers by making this document available on our website and upon request



- There is a free of charge clear easy and quick dispute process
- Provision of an Alternative Dispute Resolution if required at no costs, reducing the need for any legal actions on either side
- We adopt a consistent improvement approach to reduce customer issues through a robust process
- We continue to build trust and confidence with our customers
- Provide high levels of customer service and complaints resolving no matter which channel it comes through
- Protection of vulnerable customers
- Demonstrate compliance for TrustMark and PAS 2030:2019, and enable a transparency in any cases where further investigation is required
- Provide information in line with GDPR with respect to customer contacts (lasting the guarantee of the installation/at least 6 years)
- That our retrofit installation services takes full responsibility for the standard of the work and meets the overall PAS 2030:2109 standard resulting in a more energy efficient installation

In the first instance, all complaints should be made direct with us so that we can follow our customer complaints procedure and attempt to resolve the issue quickly and to the stratification of all parties concerned.

## **Internal Guidance**

### **Introduction**

We take customer complaints extremely seriously and are committed to resolving issues quickly and efficiently, ensuring customers feel that we have been dealt with fairly.

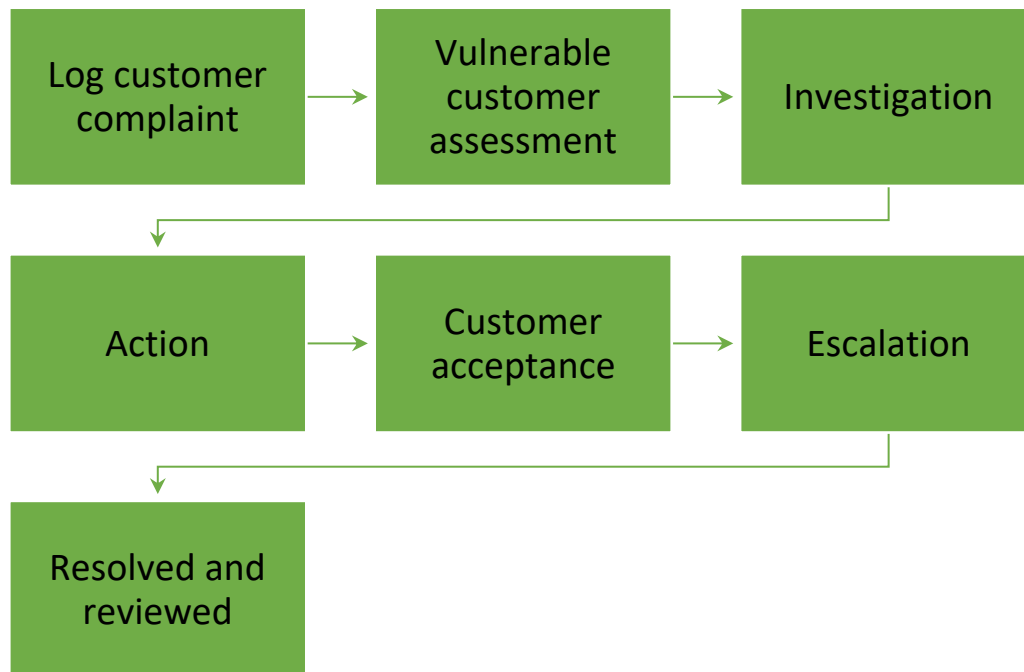
### **Personnel**

We commit to having a dedicated person to handle customer complaints and a support team that are also trained to cover absence.

### **Records**

All complaint records are held for at least 72 months and/or the duration of the measure's guarantees in line with GDPR.

### **Internal Process**



### **Log customer complaint**

No matter which channel our complaints come through, we shall all be logged onto our customer complaints form and log, capturing name, address, date of complaint and nature of complaint.

All complaints will be acknowledged within 5 working days via email (or if the customer is not online in writing).

The acknowledgement will include:

- Outline of the complaint received
  - Date
  - How it was received
  - Who received it
- A copy of the External Complaints Procedure
- Any other parties that may be involved (Ombudsman etc)

Within 24 hours of receipt of the complaint the following people will be notified:

- The Retrofit Coordinator
- TrustMark Scheme Provider (if applicable)
- Designated customer complaints handler

### **Vulnerable customer assessment**

It must be assessed to determine if the customer is vulnerable. The following are vulnerability drivers

- health
  - disabilities or illnesses that affect the ability to carry out day-to-day tasks
- life events
  - major life events such as bereavement recent job loss
- resilience
  - low ability to withstand financial or emotional shocks
- capability
  - low knowledge of financial matters or low confidence in managing money (financial capability) and low capability in other relevant areas such as literacy, or digital skills, unable to understand English language

If a customer appears to have any of the above drivers we must take into account their needs or any additional requirements when it comes to handling the complaint to ensure that we are not disadvantaged.

### **Investigation**

The designated complaint handler will carry out the investigation working with key parties concerned, including the Retrofit Coordinator to gather all the key facts concerning the complaint, for the complaint so that an action can be agreed.

All discussions and facts will be documented onto the customer complaints for. A site visit may be warranted as part of the investigation.

### **Action**

After the investigation is completed an action will be decided based on the evidence gathered.

The action will be communicated with customers in writing using the most appropriate channel detailing the investigation and the findings.

We will look to provide an outcome within 4 weeks of the initial complaint. However there may be circumstances where this may take longer (i.e. access to property). If this is the case the customer will be notified in writing.

### **Customer acceptance**

Once the action has been shared with the customer, the complaint will be left open for 2 weeks giving them time to feedback from the action.

If there is no further communication then the complaint will be classed as closed.

If the customer comes back with further information or is not satisfied, the complaint will be reviewed internally and the investigation process will be started again.

If we find that the complaint should not withstand, the customer will be informed and referred to the Escalation process.

### **Escalation**



In the case where a customer is not satisfied with the action then we should be referred to the relevant Ombudsman Service as per the Alternative Dispute Resolution Law that protects consumer's rights.

**Resolved and reviewed**

All complaints will be reviewed by the management team meetings and logged to support our internal improvement program.

**DOCUMENT REVIEW**

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Full Name	Vicki Olusanya
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Signature	V Olusanya