
CUSTOMER COMPLAINTS PROCEDURE

In the unlikely event of a customer feeling the need to complain, below sets out our procedure for handling this. All complaints shall be dealt in line with section 9.1 of the Consumer Code:

- On receipt of a complaint, the details will be entered into the customer complaints control sheet.
- An acknowledgement will be sent to the customer (by means of e-mail or letter – depending via which means the customer complained) by return.
- Cinergi shall consider the complaint and whether a site visit is needed to inspect the installation;
- Cinergi shall arrange to inspect the installation *within 24 hours* after receiving the complaint if the customer is without heating or hot water as a result of the situation; or
- In all other cases where a home visit is appropriate, Cinergi shall arrange to inspect the installation within seven days after receiving the complaint;
- In all cases, Cinergi shall respond to the consumer in writing within 10 working days of receiving the complaint, including your findings;
- Cinergi commit to resolving the complaint speedily and effectively to the consumer's satisfaction.

If your consumer is not satisfied with your response and/or your suggested remedy, then:

- if the complaint is about any issue related to the Consumer Code then they should direct the complaint to the RECC Scheme Administrator by filling in a complaint form online (<https://www.recc.org.uk/complaint-form>) or,
- if the complaint is about the technical nature of the installation, then the consumer should direct the complaint to your MCS Installer Certification Body. Complaints of a technical nature would include:
 - Workmanship issues or compensation for poor workmanship;
 - Damage to property or compensation for damage;

- Electrical or safety issues;
- Other technical issues e.g wrongly installed solar panels;
- Handover packs; and,
- Complaints about non-domestic installations.

JUSTIFIED COMPLAINT

- If Cinergi Ltd deem the complaint justified, then the customer shall be contacted to discuss the details of the remedial works, or to agree compensation if appropriate.
- A letter confirming the visit, and proposed remedial works/compensation, shall be sent to the customer. The customer must confirm in writing (e-mail or letter) by return, that they agree to the remedial works/compensation proposed by Cinergi Ltd.
- Customer complaints sheet to be updated with the relevant information.
- Upon completion of remedial works (or settlement of compensation), a final letter will be sent to the customer to summarise the events and to confirm that the case is now closed.
- Customer complaints sheet to be updated to confirm case closed.

UNJUSTIFIED COMPLAINT

- If Cinergi Ltd deem the complaint unjustifiable, then the customer shall be contacted to explain the reasons why.
- Customer complaints sheet to be updated with the relevant information.
- Should the customer feel un-satisfied with the resolution to the issue, then the customer can escalate the matter further with Cinergi Ltd's governing body – NAPIT, or RECC (as mentioned above).

We sincerely hope there should never be reason to complain, but in the event that a complaint is made, it shall be dealt with in a friendly, warm and professional manner.

Your sincerely,

Daniel Loveridge

Managing Director