



P18 Customer Complaint Procedure

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.

Procedure:

When we receive a customer complaint an [F11 – Customer Complaint Form](#) shall be completed.

This will be passed to the MCS Nominee who should ensure that the details of the complaint have been entered on the [R06 – Customer Complaint 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 the RECC.

The process will include the following:

- [F11 – Customer Complaint Form](#) raised and passed to relevant person;
- The person dealing with the complaint will contact the customer within 1 working day and discuss the steps to be taken to rectify the issue;
- The issue to be rectified within the time period agreed with the customer;
- Once the issue is rectified this should be detailed on the [R06 – Customer Complaint Record](#);
- Any required corrective or preventive actions should be transferred to the [R02 – Corrective and Preventive Action Record](#);
- The details of the complaint and the outcomes will be reviewed during the next Internal Review Meeting;
- Should we not be able to resolve any complaints received from domestic customers, we will adhere to the RECC Customer Complaints Procedure ([External Documents EX09 Section 9](#)).

Green Deal Complaints

Where Green Deal work is involved, we are required to inform the Green Deal Provider of any complaints or findings that arise from the installation.

This shall 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 energy efficient measures.