



## **Complaints Policy and Procedure**

### ***Policy Statement***

Project Solar UK is committed to providing an excellent service to our customers. Whilst every effort is taken to ensure customers receive an excellent customer experience, sometimes mistakes are made. If you have an issue with your experience we need you to tell us. The information you provide will in turn help us to improve our service and standards.

Our complaints procedure has been set up to deal with expressions of dissatisfaction, however made about the standard of service, actions or lack of actions by us or our contractors affecting a customer or individual where a response is required. It is also an assurance that we have a consistent approach to following up and responding to complaints. This policy and our complaint database will be reviewed on a monthly basis by directors and service managers to ensure that any improvements to our service can be made, are identified and acted upon.

The objective is to ensure that all complaints are dealt with promptly, efficiently, courteously and systematically. And to ensure that customers are kept informed of the progress and outcome of their complaint.

### ***How can complaints be made?***

- By email to **[complaints@projectsolaruk.com](mailto:complaints@projectsolaruk.com)**
- By speaking to a project solar colleague in person or via telephone
- In writing
- By completing our complaints form

### ***How we handle complaints and what will happen next?***

We have a designated complaints officer who will ensure that your complaint is registered, acknowledged and responded to in accordance to our complaints handling process detailed below.

#### ***Stage 1***

- Upon the complaints department receiving your complaint it will be formally recorded and allocated a reference number. An acknowledgement of receipt of your complaint will be sent to you within two working days in writing, e-mail or both (as per requested).

We aim to deal with complaints as quickly as possible. If we can resolve your complaint quickly by providing you with the information that you need or by taking action to put things right we will do this within two working days.

If it has not been possible to resolve your complaint at stage 1 or when a complaint requires a more detailed investigation and a written response it will be escalated to stage 2

**Project Solar UK Limited**

E3-E5 Sovereign Business Park Hawkins Lane Burton on Trent DE14 1PD TEL: 01283 562 520

[www.projectsolaruk.com](http://www.projectsolaruk.com) Company no: 07673744 CCL No: 650061 VAT No: 116 1858 20

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### Stage 2

- If it has not been possible to resolve your complaint at stage 1 and it has been escalated to stage 2 your complaint will be reviewed by a departmental manager. You should expect to receive a full response in writing within 7 working days, or a letter explaining why further time is needed to investigate your complaint and details of when you should expect a full written response by.

If you are unhappy with the outcome of your complaint you may appeal this by logging a request for an appeal within 14 days of receiving your written response to your complaint. Once your request for an appeal has been logged your complaint will be escalated to stage 3 of the complaints procedure and you will receive a letter or email to acknowledge this.

### Stage 3

- If the complainant is still unhappy outcome of their complaint or how it has been dealt with it will be referred to the Managing Director who will undertake a full investigation and liaise with all parties involved to try and resolve the matter amicably. You should expect to receive a full written response in relation to the outcome of the investigation.

### Stage 4

- If at any time a dispute cannot be resolved amicably then both parties can refer the matter to an independent conciliation as a way of solving the situation. We must agree to conciliation if that is your wish. The conciliation service used is that offered by The Home Insulation & Energy Systems Contractors Scheme (HIES) and is described in their consumer code. It aims to reach a non-legal solution to the dispute in a reasonable timescale. (please see full Terms and Conditions).

#### Contact Address:

HIES, West One, 114 Wellington Street, Leeds, West Yorkshire, LS1 1BA

**Telephone number:** 0844 324 5242

**Email address:** [info@hiesscheme.org.uk](mailto:info@hiesscheme.org.uk)

***As we are a proactive company, if at any time you wish to speak to the Director Simon Peat on 07788 260 389 he will be more than happy to take your call. As you can imagine he is very busy at times however if you leave a message or send a text he will endeavour to call you straight back.***

All customers complaints are treated in the strictest confidence, fairly and comply with the Data Protection Act. We value our customers feedback and aim to resolve complaints quickly and amicably.



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