

Complaints & Feedback Procedure

Procedure

Where a customer wishes to make a formal complaint, they shall be requested to set out, in writing, the details of the complaint and address this to our Complaint Handler.

The domestic customer may use a consumer representative or observer to help deal with the complaint. Where this is the case we will co-operate fully with this person;

On receipt of the written complaint, the nominated Complaint Handler shall ensure that the details of the complaint have been entered on a complaints form.

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 requirements of the RECC Consumer Code.

The process will include the following:

- Details of the complaint must be entered to the Customer Complaint Form.
- The complaint handler will receive the complaints form and “grade” the complaint using the RAG system.
- The Complaint Handler is responsible for tracking the complaint and uploading any relevant documentation to the complaints log.
- The Complaint Handler must create a complaints folder within the main complaint file to store all relevant documentation relating to the complaint
- All complaints (other than in cases of domestic customers without heating or hot water or where an installation has been left in an unsafe condition) shall be acknowledged in writing using the complaint acknowledgement form, within no more than three working days of being received by the Complaint Handler.
- Where appropriate we will arrange to inspect the customer’s system within seven days of receiving the complaint and within twenty-four hours of receiving the complaint where a domestic customer is without heating or hot water or the installation is unsafe as a result of the situation that has led to the complaint.
- The Complaint Handler, without undue influence from any other person, will decide the most appropriate detailed response depending upon the grading of the complaint. This detailed response should be provided, in writing, to the customer within thirteen working days of the date of receipt of the formal written complaint and should be a final disposition of the matter.
- Where we are not able to provide this detailed response within this timescale we will inform the complainant of the new anticipated timescale and the reason for the delay, this is done with a complaint timescale extension letter.

- If an investigatory visit is required, the Complaint Handler and the complainant will liaise to set up an appointment that is convenient for both parties. Where reasonably practicable this appointment should take place within seven working days of advising the customer of the need of an investigatory visit.
- Where an investigatory visit has been required, the Complaint Handler shall endeavor to provide a final response, in writing, to the customer within seven working days of the date of carrying out the investigatory visit.
- Any required corrective or preventive actions should be logged to the complaints log.
- The details of the complaint and the outcomes will be reviewed during the next Internal Review Meeting.

Alternative Dispute Resolution

In the event of an unresolvable issue, we can refer our case to the nominated alternative dispute resolution provider through RECC, QA Scheme Support Services LTD and the Dispute Resolution Ombudsman. RECC Dispute Resolution Team can be contacted on 0207 981 0850 or by registering your complaint online at www.recc.org.uk/complaint-form.

The parties agree that, in the event of a dispute, we will exclusively attempt to resolve the dispute through using RECC alternative dispute resolution services.

This Contract is subject to the applicable laws of England, Wales, Scotland & Northern Ireland and subject to the agreement of the parties to attempt to resolve a dispute through alternative dispute resolution, the courts of England, Wales, Scotland & Northern Ireland shall have exclusive jurisdiction to hear any dispute arising from this Contract.

If any court, ombudsman or any other competent authority decides that any aspect of any term of this Contract is invalid or unenforceable, that aspect of that term shall be severed from the Contract and shall have no effect on the remainder of the Contract.

Referral of complaints to The Ombudsman

Where a complainant requests The Ombudsman's involvement in a complaint, we will cooperate with The Ombudsman, his or her officers or any other persons appointed by The Ombudsman to assist and shall participate in any subsequent process and shall abide by the decision of The Ombudsman.

MCS 023 Complaints

Where MCS 023 work is involved, we are required to inform the Specifier of any complaints or findings that arise from the installation.

This shall include details of any customer issues that they may be required to resolve or information that may impact other contractors carrying out the installation of other energy efficient measures.

RAG Grading

We operate a RAG grading system when dealing with complaints.

Grade	Examples	Timescale
Red	<ul style="list-style-type: none">• The customer has no heating or hot water.• Customers' property has been left in an unsafe state.• Customers' property has a severe leak.• Customer has reported a serious incident of misconduct.	Within 24 hours of complaint being received.
Amber	<ul style="list-style-type: none">• Customer has slight water ingress.• The customer has some remedial electrical works that do not pose any risk.• The customers system or app is not working.	Within 72 hours of complaint being received.
Green	<ul style="list-style-type: none">• Customer has issues with being able to use the system or app.• Complaint where the customer is not satisfied with information that has been provided or staff conduct.	Within 7 days of complaint being received.

All complaints after grading will be given to the appropriate manager to investigate within the agreed timescale, if there are any delays with the completion of the investigation then an extension must be agreed with the complaint handler so the customer can be informed.

Feedback

If the customer does not wish to make a formal complaint but would like to provide feedback, the customer can provide feedback via **email** at info@flowingenergysolutions.co.uk, **telephone** on 0191 406 2011 or **post** to 2 Monument Park, Pattinson Industrial Estate, Washington, Tyne and Wear, NE38 8QU.

In addition, customers can leave feedback in the form of a **review** via TrustPilot <https://uk.trustpilot.com/review/flowingenergysolutions.co.uk>.