Customer Complaint Procedure

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Objective:

To ensure that:

- Feedback is or complaints are dealt with effectively, professionally and fairly;
- Appropriate action is taken to resolve any issues
- we learn from complaints and prevent reoccurrences.

Scope:

To cover all areas where we come into contact with, or carry out work for, prospective or existing customers. The use of the word "customer" in this procedure covers prospective customers as well as those to whom it may be considered that we owe a duty of care.

What a complaint is:

A complaint is an expression of dissatisfaction, however made, about an installation, the standard of service, an action or lack of action by the installer, its staff, or those acting on its behalf, affecting a customer. This definition is intended to make clear that a complaint does not have to be made in a particular format or use the word "complaint". Any expression of dissatisfaction that requires a response or action should be treated appropriately and recorded.

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 email this to info@global-eco.co.uk or post it to 5 Station Road, Stepps, Glasgow, G33 6HB.

Customers can also contact the business via telephone on 0141 280 9979. Where a complaint is initially received verbally, the details shall be recorded and the customer advised of the formal complaints process.

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, an acknowledgement will be sent to the customer confirming that the complaint has been received, identifying the Complaint Handler (Abigail Clark) and, where appropriate, outlining the next steps.

The Complaint Handler shall 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 requirements of the HIES Consumer Code and MCS Customer Commitment.

Process:

- All complaints (other than in the cases of domestic customers without heating or hot water) will be acknowledged in writing within no more than 2 working days of the complaint being received.

- An internal F11 – Customer Complaint Form will be raised and passed to the relevant person / department, who will become the Complaint Handler for that case.

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- The Complaint Handler will upload complaint details and relevant documents to the digital R06 – Customer Complaint Record on Easy MCS. The record shall contain sufficient information to allow the complaint, investigation, actions and outcome to be tracked.

- The Complaint Handler is responsible for tracking the complaint and uploading any relevant documentation to the R06 - Customer Complaint Record.

- 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 as a result of the situation that has led to the complaint;

- The Complaint Handler shall establish the facts, understand the outcome the customer is seeking and determine what action is required to resolve the complaint speedily and effectively to the customer's satisfaction.

- The Complaint Handler, without undue influence from any other person, will decide the most appropriate Detailed Response depending upon the seriousness or urgency 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;

- 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 endeavour 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 transferred to the R02 - Corrective and Preventive Action Record;

- The details of the complaint and the outcomes will be reviewed as part of our ongoing non-conformity tracking, as part of a management meeting or Continual Improvement and Internal Review session (see P05 - Continual Improvement & Internal Review)

Recording Complaints:

- Full details on the progress and outcome of the complaint should be detailed on the Customer Complaint Record; This includes a detailed root cause analysis, any required corrective or preventive actions and retained in line with GDPR for a minimum of 6 years.

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Alternative Dispute Resolution:

In the event of an unresolvable issue, customers can escalate their complaint to MCS or HIES. MCS can be contacted by phone on 0333 103 8130 or by email at mcscomplaints@mcscertified.com. HIES can be contacted at Solutions House, Chorley Business &Technology Centre, Euxton Lane, PR7 6TE, 0344 324 5242 or info@hiesscheme.org.uk.

Referral of complaints to The Ombudsman:

Where a complainant requests The Ombudsman's involvement in a complaint, we will co-operate 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.

Should you need to contact the Financial Ombudsman you can do so by phone, by an online form or by mail.
The online form is available at https://www.financial-ombudsman.org.uk/contact-us, you can call them on 0800 023 4567, lines are open Monday to Friday 8am to 5pm, or send a letter to Exchange Tower, London, E14 9SR