

Consumer Satisfaction Questionnaire



RENEWABLE ENERGY CONSUMER CODE

Name of company:

Name of consumer:

Consumer telephone no:

Install date:

Date contract was signed:

Technology installed:

Moisten edges to seal

Moisten edges to seal

Fold bottom of form up to dotted lines

Awareness of the Code

Were you made aware of the Renewable Energy Consumer Code (RECC)?

YES NO

Y N

MCS (Microgeneration Certification Scheme)

Were you provided with a handover pack within 10 days of the installation?

Y N

Selling techniques

Did you sign the contract in your home when a representative of the company was with you?

Y N

Did you feel at all pressurised by the company into signing the contract?

Y N

Pre-contractual information

Do you feel you were provided with enough information before you signed the contract?

Y N

Was the likely performance of the system and what this would mean in financial terms explained clearly to you?

Y N

Finance/credit agreement

Did you buy the system on credit/through a finance agreement?

Y N

If yes, did you feel you were given adequate information and documents about this agreement?

Y N

Fair contracts

Did you at any stage have any concerns about the contract you signed?

Y N

Cancellation rights

Were you made aware that, without exception, after signing the contract you would have a 'cancellation period' in which to change your mind so that if you cancelled the contract within that time you would get a refund of any deposit?

Y N

Deposits

Did you pay a deposit?

Y N

If yes, were you informed that the deposit was insured?

Y N

Have you received an insurance policy for the deposit (this may be one policy to cover the deposit and the workmanship warranty?

Y N

[If yes, please indicate the name of the insurance company below.

.....]

Delivery and completion dates

Was your system delivered and installed on time?

Y N

After sales service provisions

Do you have the name and address of a contact at the company in case you need to follow up on any issues in the future?

YES NO

Y N

Guarantees and warranties

Did the company explain clearly to you about the guarantees and warranties that are linked to your system?

Y N

Was the workmanship warranty for at least two years?

Y N

Were you informed that the workmanship warranty was insured?

Y N

Did you receive an insurance policy for the workmanship warranty (this may be one policy to cover the deposit and the workmanship warranty)?

Y N

[If yes, please indicate the name of the insurance company below.

.....]

Complaints

Did the company make you aware that there is a complaints procedure should you need to make a complaint?

Y N

Have you made a complaint?

Y N

If yes, were you satisfied with how your complaint was handled?

Y N

Overall

Based on your experience, on a scale of 1 to 5, where 1 is very poor and 5 is very good, how would you rate:

	1	2	3	4	5
The company's selling methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I wish to be entered into the Renewable Energy Consumer Code Consumer Satisfaction Survey quarterly prize draw, for the chance to win £100 in Amazon vouchers. I confirm that I have read and agree to the Terms and Conditions of entry. Please visit www.recc.org.uk/feedback/incentive-terms for full terms and conditions.



About this questionnaire

The company that sold or leased you your home generation system is a member of the Renewable Energy Consumer Code, which was set up to ensure that consumers receive a high standard of service. As part of our work we monitor how satisfied consumers are with the service they have received and also check that member companies are complying with the Code.

We will treat your response in confidence and analyse it along with all the others so that we can identify any emerging trends. We will then publish the results of our survey on our website and in our annual report.

If you are very unhappy with the service you have received please complain to the company. If you have already done so and your complaint is unresolved you can complain to us by completing the complaint form on our website.

If you are particularly satisfied or dissatisfied and would like to tell us more please complete the additional comments section below. Alternately you can email us on info@recc.org.uk.

Completing and returning this questionnaire

Please answer all of the questions, then fold this form into three inwards as indicated by the dotted lines, making sure the return address is clearly visible on the outside and that this panel is on the back. Moisten the glued edges and close the folds to stick. Finally, post the form. There is no need to affix a stamp. If you require any assistance please do get in touch on 0207 981 0850.

Quarterly Prize Draw

By completing and returning the questionnaire you can be entered into the Renewable Energy Consumer Code Consumer Satisfaction Survey quarterly prize draw, for the chance to win £100 in Amazon vouchers. Please tick the box overleaf if you wish to enter and include your telephone number. For full Terms and Conditions of entry please go to www.recc.org.uk/feedback/incentive-terms

Business Reply
Licence Number
RTCU-SYKR-ULCS



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Additional comments