

## Complaints Registration Form

### Dispute Resolution - Important Privacy Information

1. Before completing our Complaints Registration Form, please note that we (Renewable Energy Assurance Ltd. (REAL)) will only process the personal data you submit on this Form in connection with handling your complaint and in accordance with the RECC's Privacy Policy Statement, which can be found at <https://www.recc.org.uk/privacy>.
2. If your complaint falls within our remit, it will be handled through RECC's Dispute Resolution Process (Mediation Procedure and Independent Arbitration Service) which will entail sharing your personal data with the Code Member or former Code Member (if the company is no longer registered with RECC), in order to investigate the complaint, unless you tell us you do not want us to share your personal data with the Code Member or former Code Member.
3. If your complaint includes details of any technical issues with the installation of the system or products installed, we will not be able to handle those parts of your complaint. In this case we will refer those parts of your complaint to the relevant Microgeneration Certification Scheme (MCS) Certification Body for investigation, in accordance with their complaints process. Further information about the MCS complaints process, which the Certification Bodies must follow, can be found on their website at: <https://www.microgenerationcertification.org/consumers/complaints>. The MCS Certification Body will respond to you direct in relation to those parts of your complaint.

In addition, we may share your personal data with other third parties such as Trading Standards offices, the finance regulator, the energy regulator, the Chartered Trading Standards Institute and the Department for Business, Energy and Industrial Strategy, but we will only do so if we consider it will assist us in our role to prevent consumer detriment.

4. Under data protection, you have certain rights in relation to how we process your personal data, including the right to be informed, right to access your personal data, the right to rectification, the right to erasure, the right to restrict processing, and the right to object. Further details about your rights and how to exercise any of your rights can found in the RECC's Privacy Policy Statement on our website: <https://www.recc.org.uk/privacy>.

Please complete all sections of this form to register a complaint with the Renewable Energy Consumer Code (RECC). Before submitting a complaint, please ensure you have read the Important Information on Pages 7 - 8 to ensure this is a matter which can be addressed by RECC.

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### **This dispute resolution process may be used by domestic consumers only.**

If you have signed a contract, or intend to sign a contract, for a system which is installed at or near private domestic premises occupied by you, and you intend that the amount of electricity or heat generated by the micro generation system will not significantly exceed the amount of electricity or heat consumed in those premises, then you would be considered a domestic consumer.

*If you do not fall within this definition, please contact the RECC office on 0207 981 0850 for information about the Micro-Business Arbitration Scheme.*

## **Declarations**

**I confirm that I am a domestic consumer**

☐

**I confirm that I have attempted to resolve the complaint directly with the RECC member IN WRITING**

☐

**I confirm that I have read through the enclosed document called "RECC's dispute resolution process"**

☐

**Please also tick ONE of the following declarations:**

**I confirm that I have entered into a contract with the RECC member named on this form for the supply and installation of a renewable energy system**

☐

**I confirm that I have written evidence in the form of an MCS certificate that the RECC member named on this form has installed my renewable energy system**

☐

**I confirm that I wish to provide feedback about the RECC member named on this form but I am not seeking redress from them.**

☐

**If you are unable to tick one of these declarations, we may not be able to assist you with this matter through our Dispute Resolution Process. If you are unsure, please contact us for advice on 0207 981 0850.**

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This form is used by the Renewable Energy Consumer Code (RECC) as a summary record of your complaint and any action taken. It will be used by RECC as a reference document when handling your complaint. Please note that RECC can only deal with complaints about companies that are members of RECC.

Please send the completed form by post to: *Dispute Resolution Team, Renewable Energy Consumer Code, 80 Strand, London WC2R 0DT.*

## Section 1: Your details

Title: First name: Surname:

Email address:

*Please note that if you provide an email address, our primary method of communication with you will be by email. If you would prefer to be contacted by post, please tick this box.*

☐

Full address and postcode:

Telephone number:

Alternative telephone number:

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## Section 2: Complainant Details (if different to above)

*Please provide your details if you are completing this form on behalf of the consumer and you have their permission to do so.*

Relationship with the consumer:

Title: First name: Surname:

Email address:

Full address and postcode:

Telephone number:

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## Section 3: Is the company a member of RECC?

*Please note that RECC can only handle complaints about companies that are members of RECC. If the company is not a member, we will treat your complaint as feedback.*

*Please provide as much detail as possible about the company that is the subject of your complaint.*

Company Name:

Address:

Postcode: Country:

Website (if known):

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## Section 4: Details on the company and your complaint

Contact(s) at the company:

Type(s) of energy generators: *(delete as appropriate)*

Air Source Heat Pump / Biomass / Exhaust Air Heat Pump / Gas Absorption Heat Pump

Ground Source Heat Pump / Micro CHP (Micro Combined Heat and Power)

Solar Thermal / Solar Assisted Heat Pump / Solar Photovoltaic / Wind Turbine

Types of related products connected or linked to the energy generator in any way:  
*(delete as appropriate)*

Battery Storage Unit / Voltage Optimiser / Immersion Boost / Remote Monitoring Device

If other, please specify:

Please confirm whether you have contacted any of the following organisations about your complaint:

Citizens Advice Bureau	<input type="checkbox"/>
DECC	<input type="checkbox"/>
HIES	<input type="checkbox"/>
Landmark	<input type="checkbox"/>
MCS Licensee	<input type="checkbox"/>
OFGEM	<input type="checkbox"/>
The Energy Ombudsman	<input type="checkbox"/>
The Energy Saving Trust	<input type="checkbox"/>

The finance provider	<input type="checkbox"/>
The Financial Ombudsman	<input type="checkbox"/>
The workmanship warranty provider	<input type="checkbox"/>
Trading Standards	<input type="checkbox"/>
Your credit card company	<input type="checkbox"/>
Your energy supplier	<input type="checkbox"/>
MCS Certification Body	<input type="checkbox"/>

*(please specify which one below)*

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Please give a brief outline of the cause of the complaint of your dispute:

Please give a brief outline of any previous attempts you have made to resolve the complaint or dispute IN WRITING (include, if possible, name of contact at the company and email address):

Date on which you first complained to the company in writing: .....

Date on which you signed the contract with the company (if applicable): .....

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## Outcome sought

What would you like to achieve through the dispute resolution process?

*Please tick the FIRST box below if you are completing this form because you want to make RECC aware of the company's practices. Please be aware that any evidence of potential non-compliance will not specifically be dealt with through RECC's dispute resolution process, but will be investigated separately through RECC's monitoring and/or disciplinary procedures. Please note that although RECC is grateful for the information you are providing, we will be unable to update you on our investigations.*

To make RECC aware of the company's practices

☐

To secure documentation from the company

☐

To secure a refund from the company

☐

Other

☐

To secure financial compensation from the company

☐

(Tick all that apply)

Please provide as much detail as possible about the specific outcome(s) you are seeking (continue on a separate page if necessary):

## Are you happy for us to notify the company of your complaint?

Please tick here if you do not want RECC to contact the Code Member or former Code Member on your behalf regarding your complaint

☐

Please note that if you tick this box, RECC will not be able to share your personal data with the Code Member or former Code Member. This means that we will not be able to handle your complaint through our Dispute Resolution Process. As a result, we will treat your complaint as feedback.

If you do not, specify why:

Thank you for completing this form.

We aim to contact you to acknowledge receipt of your form within 3 working days of receipt. If we require additional documentation from you, we will request this in due course.

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### **Important information**

- The “how to complain” section of the RECC website provides an outline of how RECC handles complaints. You should read this before submitting a complaint.
- Any complaint must be made by the consumer, or a relative or friend authorised to act on their behalf and at their request.
- If the issue you are complaining about has already been resolved, or if you are not seeking redress, then it will be treated as feedback rather than a complaint.
- If you are complaining about a RECC member, you must be able to demonstrate that you have attempted to resolve the issues identified with the member.
- You must ensure the complaint is clearly defined and where possible clearly broken down into its constituent items.
- We may ask you to provide certain documents and/or evidence once your complaint has been allocated to a caseworker. You do not need to provide this at the time of registering your complaint.
- In general, where you have initiated legal proceedings against a member, the caseworker has the right to suspend or end any investigation of your complaint.

RECC can deal with any complaints which relate to the Consumer Code. It is worth reading through the Code, as well as our dispute resolution process. If you are complaining about any of the following issues, you should direct your complaint to the MCS Licensee, the MCS Certification Body, and/or RECC:

Type of Issue	MCS Certification Body	RECC
Communication issues / customer service		✓
Damage to your property		✓
Electrical or safety issues	✓	
Failure to refund a deposit or advance payment		✓
Handover pack incomplete / warranties not provided	✓	✓
Incomplete installation / contract		✓
Incorrect or missing MCS Certificate	✓	
Incorrect performance estimate	✓	
Incorrect information provided about eligibility, deadlines or application procedures for government grants or incentives, including the Feed-in Tariff and the Renewable Heat Incentive		✓



Type of Issue	MCS Certification Body	RECC
Insurance for a deposit or workmanship warranty		✓
Location of generation meter	✓	
Misleading information about the financial benefit of the system		✓
Poor workmanship	✓	
Potential breaches of the Consumer Code		✓
Repair work	✓	
System design	✓	
System fault that arose during the installation process	✓	
System fault that arose during the period of the workmanship warranty		✓
System installed is not what was agreed in the contract		✓
Technical queries	✓	
Underperformance of a system	✓	✓
Wrong brand of product installed		✓