

Process for selecting members for audit

Audits of members' compliance with the Renewable Energy Consumer Code are carried out on a rolling basis by independent auditors on RECC's behalf. The audit sample in any year is made up of some companies selected on a random basis and others selected where a complaint or feedback is received during the year.

A. Randomly-selected members.

Each year RECC selects members for audit on a random basis from the membership database, and then screens out any that have passed a RECC audit in the recent past or who do not sign contracts with or install for domestic consumers.

B. Any member about which RECC receives a complaint

The Trading Standards Institute (TSI) expects RECC to audit the compliance of all members against which it receives a complaint. This is irrespective of the outcome of the complaint.

C. Any member about which RECC receives feedback from any other source

The TSI expects RECC to audit the compliance of all members about which it receives feedback from any other source, whether from consumers, other members, other regulators, other consumer or complaints bodies or from any other source.