

Complaints Handling Guidance

We want to make sure we're giving our customers the best service possible. But sometimes things don't go to plan. If this happens, we want to put it right to you as quickly as we can, and learn from your feedback.

How our complaints process works

Looking into your complaint

We want to make sure we're giving our customers the best service possible. But sometimes things don't go to plan. If this happens, we want to put it right for you as quickly as we can, and learn from your feedback.

Our promise to you is that we will:

- investigate your complaint quickly and thoroughly
- keep you informed of progress/updates
- resolve your complaint fairly within eight weeks
- ensure you are clear on how to escalate your complaint
- forward on your complaint to the appropriate partner if it's about energy or your loan

Your complaint will be allocated to a complaint handler who will contact you within 5 working days.

If you're unhappy with the outcome of the complaint

You can ask for an internal review if you're not happy with the way your complaint has been handled at any stage of the process. This includes when you've agreed to a resolution, but later feel that this might not be the right outcome.

However, if you are not happy with our final response, or in the unlikely event that it's more than 8 weeks since we've responded, you may escalate your complaint.

How do I escalate my complaint?

There might be some instances when the complaint falls within the scope of an Ombudsman Service. Our Customer Relations agents will make sure you are provided with the correct referral details for your complaint. This does not affect your statutory rights.

If you are unhappy with our final response you can escalate your complaint using one of the channels below:

The Financial Ombudsman Service

If your complaint is in relation to finance, you may be eligible to escalate your complaint to The Financial Ombudsman Service (FOS).

The FOS is an independent service in the UK for settling disputes between consumers and businesses that provide financial services. You can find more information on the FOS at www.financial-ombudsman.org.uk

Their contact details are:

Phone: 0800 023 4567

E-mail: complaint.info@financial-ombudsman.org.uk

Post:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

The Home Insulation & Energy Systems Quality Assured Contractors Scheme (HIES) or the Renewable Energy Consumer Code (RECC).

If your complaint is about your solar installation you can escalate to HIES or the Renewable Energy Consumer Code (RECC).

HIES is a consumer protection organisation covering the installation of renewable energy products.

How to contact RECC:

Online complaint form: [HIES Complaint Form](#)

Phone: 0344 324 5242

Email: info@hiesscheme.org.uk

Post:

Centurion House
Leyland Business Park
Centurion Way
Farington

If you are unable to register a complaint online for any reason, the complaint registration form can be posted on request. Please contact the Dispute Resolution Team on 0207 981 0850.