



So Energy  
107 Power Road, Chiswick,  
London, W4 5PY, United Kingdom,  
0203 870 4802  
[solar@so.energy](mailto:solar@so.energy)  
[www.so.energy](http://www.so.energy)

## **So Energy Solar – Complaints Policy**

### **Solar Panels, Battery storage and EV services**

We work hard to ensure all of our staff are well-trained and highly knowledgeable across all areas of the business, but unfortunately things do sometimes go wrong.

As part of resolving your complaint we will offer you an explanation and an apology. We may also take remedial action and, when appropriate, may award compensation.

### **Our Complaints Procedure**

#### ***Step 1 - We strive to resolve your complaint at the first point of contact***

When you contact us with a problem our advisor will attempt to resolve matters with you immediately. However, if necessary, your complaint will be escalated to a specialist. Our aim is to agree a solution by the end of the following working day.

If you write to us with a problem, we aim to fully resolve matters by the end of the working day after we receive your letter, email or webchat. Please provide your full contact details if you are writing to us.

If we cannot resolve your complaint fully or have not agreed a form of resolution by the end of the working day after your first contact, then your complaint will be escalated to step 2.

#### ***Step 2 - Review and independent advice***

If, following Step 1 your complaint has not been resolved it will continue to be managed by a specialist and reviewed until it is resolved or step 3 comes into effect. Should you wish to seek free independent advice, there are a number of bodies that may assist you. We have listed these below.

If your complaint has not been resolved to your satisfaction, or if you want us to review your complaint at any time after Step 1, you can contact our Complaints Manager, who will undertake an independent internal review and aim to reach a resolution. You can contact our Complaints Manager using the contact details at the foot of the page.

#### ***Step 3 - If we can't resolve your complaint***

If we've come to no resolution on your complaint after 8 weeks, or if we have issued you with a 'deadlock' letter, you can contact (details below) the Ombudsman who will carry out a free, independent investigation on your behalf. As part of resolving your complaint the Ombudsman may ask us to make an apology or give an explanation. They can also ask us to take remedial action and may require us to award compensation. Any decision the Ombudsman makes will be binding on our company, but not on you, so you can seek further advice if you wish to.

If we've come to no resolution on your complaint after 8 weeks, or if we have issued you with a 'deadlock' letter, you have the right to contact our Chartered Trading Standards Institute (CTSI) consumer bodies including Renewable Energy Consumer Code (RECC), HIES or the Financial Ombudsman Service (FOS) who will carry out a free, independent investigation on your behalf. As part of resolving your complaint the Ombudsman may ask us to make an apology or give an explanation. They can also ask us to take remedial action and may require us to award compensation. Any decision the Ombudsman makes will be binding on our company, but not on you, so you can seek further advice if you wish to.

## **Our Procedures**

Any complaint verbal or written, including electronically, will be recorded in our system detailing the nature of the complaint along with contact information of the person making the complaint, we will also;

- We will not delay your complaint by asking you to write to us about your complaint
- We will acknowledge the complaint in writing promptly
- We will make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep you informed of our progress
- Discuss with you our findings and proposed response
- Ensure that our firm partners have a compliant complaints procedure and are communicating with their customer using this
- Provide clear deadlines to respond

You will receive contact from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.

Customers may express dissatisfaction to us about our products and services. We will need to establish whether or not the complaint relates to the information given, the firm or the service and installation. If unclear, this must not delay investigation and we will proceed with our own investigation. The complaints manager will review this matter and take the complaint to the firm for them to investigate and provide a written explanation and any supporting information. This may include photos, checklists or remedial satisfaction notes.

## **Investigation**

The complaints manager will establish the nature and scope of the complaint having due regards to the Financial Conduct Authority's direction:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress
- We may take up to 8-weeks to provide a response

## **Eligible Complainants**

It is the firm's policy to treat all complainants the same, however, eligible complainants, customers that have purchased goods and services using a lenders finance, are legally defined and have additional rights in law that we must acknowledge and adhere to.

The Financial Conduct Authority complaints rules apply to complaints:

- Made by, or on behalf of an eligible complainant.

- Relating to regulated activity.
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

### **Final response**

This will set out clearly our decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

We will include details of the Financial Ombudsman Service in the final response and if dealing with an eligible complainant and a regulated activity, we will:

- Explain that the complainant must refer the matter to the ombudsman within six months of the date of the final response letter or the right to use this service is lost
- Indicate whether or not we consent to waive the relevant time limits.

Complaints that can be settled to the customer's satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to the customer's satisfaction under this section, the firm will promptly send a 'Summary Resolution Communication', being a written communication from them which:

- refers to the fact that the customer has made a complaint and informs them that they now consider the complaint to have been resolved to the customer's satisfaction.
- The firm will tell the customer that if they subsequently decide that they are dissatisfied with the resolution of the complaint they may be able to refer the complaint back to the firm for further consideration or alternatively refer the complaint to the Financial Ombudsman Service;
- Provide the website address of the Financial Ombudsman Service; and
- Refer to the availability of further information on the website of the Financial Ombudsman Service.

In addition to sending you a Summary Resolution Communication, the firm may also use other methods to communicate the information where:

- We consider that doing so may better meet the customer's needs; or
- They have already been using another method to communicate about the complaint. This may include recorded calls, emails or text messages.

### **Closing a complaint**

We will consider a complaint closed when we have made our final response to the customer. This does not prevent a customer from exercising any rights they may have to refer the matter to the Financial Ombudsman Service, our consumer bodies including Renewable Energy Consumer Code (RECC) or HIES.

### **Financial Ombudsman Service**

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

### **How Long You Have to Complain to the Financial Ombudsman Service**

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

### **Contact:**

#### **How to contact us**

There are a number of ways you can contact us if you have a query or question about your service.

Phone: 0330 1115050

Email: [complaints@so.energy](mailto:complaints@so.energy)

Website: [www.so.energy](http://www.so.energy)

Post: So Energy, 107 Power Road, London, W4 5PY

### **Financial Ombudsman Service (FOS)**

Our firm reference number is: 935278

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: <http://www.financial-ombudsman.org.uk>

### **Renewable Energy Consumer Code (RECC)**

Our RECC membership number is: 00071294

Brettenham House, 2-19 Lancaster Place, London WC2E 7EN

Tel: 0207 981 0850

Email: [disputeresolution@recc.org.uk](mailto:disputeresolution@recc.org.uk)

Website: <https://www.recc.org.uk/>

### **HIES**

Our HIES membership number is: SET/A/0745

Centurion House, Leyland Business Park, Centurion Way, Farington, Leyland, PR25 3GR

Tel: 0344 324 5242

Email: [info@hiesscheme.org.uk](mailto:info@hiesscheme.org.uk)

Website: <https://www.hiesscheme.org.uk/contact/>

## **Independent help and advice**

### **Citizens Advice**

For free, impartial advice on your situation you can contact Citizens Advice consumer service at any stage in the complaints process on 0808 223 1133 or <http://www.citizensadvice.org.uk/energy> . You can also get impartial information from your local Citizen's Advice Bureau.

Visit [Know your rights](#) or fill out their online form for any consumer energy query.

### **Age UK**

Age UK is the country's largest charity dedicated to helping everyone make the most of later life. Tel. 0800 169 2081. [www.ageuk.org.uk](http://www.ageuk.org.uk)