



## **Green Deal Code of Practice Complaints Handling Procedure**

### **Objective:**

The Green Deal Code of Practice (COP), issued by the Secretary of State for Business, Energy and Industrial Strategy, sets out requirements for those persons acting as Green Deal Providers.

The requirements set out in this COP are designed to ensure that all Green Deal Participants and Certification Bodies operate fairly and transparently; deliver good customer service; have appropriate levels of training; and provide appropriate redress mechanisms for customers.

There is a duty of care on a Green Deal Provider in relation to complaint handling and our complaints handling procedure is as follows.

### **Step 1**

#### **Vulnerable Customers**

Our organisation will take account of the needs of vulnerable consumers, those with additional needs or special access requirements when handling a complaint. Where a consumer may be vulnerable, for example, have mental or physical infirmity, or English may not be their first language, then we would request and allow that a trusted 3<sup>rd</sup> party be present.

### **Step 2**

#### **Complaints received by telephone**

All complaints should be handled in a polite and professional manner and recorded on a Customer Complaints Form and also entered into the Complaints Record Log at the time of receiving the complaint by the person dealing with the complaint. The person dealing with the complaint must, within seven working days of receipt of the complaint, notify the complainant in writing –

- that the complaint has been received;
- of our company complaints handling procedure;
- of the Relevant Ombudsman Service;
- of any Additional Complaints Handling Procedures.

### **Step 3**

#### **Complaints received in writing and/or via e-mail**

The complaint should be recorded on a Customer Complaints Form and also entered into the Complaints Record Log by the person dealing with the complaint. The person dealing with the complaint must, within seven working days of receipt of the complaint, notify the complainant in writing –

- that the complaint has been received;
- of our company complaints handling procedure;
- of the Relevant Ombudsman Service;



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any Additional Complaints Handling Procedures.

### **Step 4**

#### **Complaints received in writing via Customer Feedback Form**

Customers are encouraged after the completion of an installation to answer questions and provide feedback in writing for internal assessment. The person dealing with the complaint must, within seven working days of receipt of the complaint, notify the complainant in writing –

- that the complaint has been received;
- of our company complaints handling procedure;
- of the Relevant Ombudsman Service;
- any Additional Complaints Handling Procedures.

### **Step 5**

#### **Review**

The complaint or problem is reviewed by the Director and a course of action decided upon based upon the nature of the complaint. Any discussions with third parties shall be logged.

Our firm recognises that it would take responsibility for complaints about the Green Deal Supply Chain and all necessary information on the Green Deal Installer and/or Green Deal Assessor will be obtained and if necessary notification in writing will be made to the Certification Body on whose membership list the Green Deal Installer or Assessor is included.

### **Step 6**

#### **Action to be taken**

Once the complaint has been investigated in full and the course of action decided the outcome will be undertaken in a speedy and professional manner and the customer contacted at most within 8 weeks from the date of complaint. Depending on the nature of complaint a site visit shall be arranged within this period to inspect the measure.

The findings shall be reported to the customer clearly in writing (earlier if a possible safety issue arises from the complaint). It may be necessary to refer the matter to a Green Deal Installer or a Green Deal Assessor.

### **Step 7**

#### **Appeals Process**

If the customer is not satisfied with the outcome and remedy offered then the customer may notify the Relevant Ombudsman Service and our firm would co-operate fully should this need arise.

Providing Alternative Dispute Resolution (ADR) – or arbitration – became UK law from 1<sup>st</sup> October 2015 for all businesses that sell to consumers. This means that when



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a matter remains in dispute, our firm is legally compelled to give the consumer the contact details to the Ombudsman Service.

The principle assigned to deal with complaints is:

Complaints Department  
Green Energy Advisors Ltd t/a Improveasy Finance Solutions  
3000 Manchester Business Park  
Aviator Way  
Manchester M22 5TG  
Tel: 0800 024 8505  
Tel: 0161 250 3272  
[finance@improveasy.com](mailto:finance@improveasy.com)  
[www.improveasy.com](http://www.improveasy.com)  
Company Registration No: 07807352  
FRN: 708623