

UK Renewable Energy LTD

Complaints Policy and Procedure

Our Aim

To ensure our business functions effectively without causing disruptions to nearby properties or the public in the surrounding area.

Definition

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

Boiler Specific Concerns and Complaints

Immediate neighbours will receive the names, telephone numbers, and email addresses of the Directors. They are invited to approach either of the Directors to discuss their concerns and complaints. They can also voice any concerns or complaints to any staff member on site, who will liaise with the Directors on their behalf. These issues will be incorporated into our expedited policy, with the goal of achieving a resolution within 48 hours.

Procedure

In the initial stage, staff members are required to assess the gravity of the complaint. An informal method is suitable when feasible. However, if the issues cannot be adequately addressed through informal means, the formal complaints procedure must be implemented.

- A formal complaint must be made in writing by the form of a letter or email.

UK Renewable Energy LTD's responsibility will be to:

- acknowledge any formal complaint in writing, by letter and/or email;
- respond within four weeks;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

Complaints and Process Improvements

To ensure that the potential for complaints is reduced by keeping records of complaints, records of actions taken to resolve the issue and documenting any resulting process improvements.

- A master list of complaints should be maintained where all complaints are recorded and filed in complaints folder
- Any actions taken following a complaint are recorded and filed in complaints folder
- All complaints are reviewed Quarterly to see if there are any patterns which could be addressed by altering procedures or additional staff training.

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