



Scope

This procedure covers complaints received verbally or in writing regarding: -

- the services provided by Act on Energy or the actions of its staff.
- Third parties

Nothing in this policy will indicate that Act on Energy is responsible for the advice given by or the products or the actions of installers/ third parties, whether they have been included in material or advice provided by Act on Energy.

Policy

Act on Energy will take all complaints seriously, be courteous to those clients making complaints and process the complaint in accordance with the procedure outlined below.

A complaint will be defined as where a client feels that they have not received an effective service from Act on Energy or where the service given has resulted in a loss on their part.

A criticism of the concept of energy efficiency, the design of reports or printed materials and the methods of marketing the service will not be considered a complaint unless specifically stated so in writing.

Every effort will be made to understand the nature of the complaint and how this has affected the client.

Every effort will be made to gather the views of all parties involved in the complaint, any background information that may have contributed to the problem and what measures need to be taken to resolve the situation.

Act on Energy is not responsible for the actions of, or work carried out by third parties. Where the complaint is directed at a third party but expressed to Act on Energy, Act on Energy will attempt to mediate between the parties but will not undertake to resolve the situation, especially where a contractual arrangement exists.

Where a third party is the subject of repeated complaints, Act on Energy reserves the right to cease making referrals to the products or services of that organisation and report any concerns to the appropriate regulatory, governing or trade body to which the organisation belongs.

Act on Energy will keep all staff advised of this policy and display a copy in the office from where the service is provided.

Act on Energy will make it available to anyone who requests a copy.

Procedure for telephone complaints

Complaints received from telephone calls will be forwarded to the relevant Line manager or Head of service by email from the handler that logged the complaint within three working days of the complaint being received.

The relevant manager will respond to the complainant by telephone within five working days of the date of receiving the complaint.

In the event the complaint cannot be resolved by telephone the complainant can escalate the complaint further in writing or by email.

Procedure for written complaints

Complaints received by email or by post will be forwarded to Human resources within three working days of the complaint being received.

The complaint will be dealt with by a member of Act on Energy's senior management team within five working days of the date of the written complaint being received.



Proceedure cont..

Written complaints should be emailed or posted to:

- Act on Energy, Unit 2 Lauriston Business Park, Pitchill WR11 8SN
- Emailed to: humanresources@actonenergy.org.uk

The complaint will be fully investigated by a senior management team member who will respond outlining the nature of the complaint and any proposed remedial actions. This will be sent by email or first-class post to the complainant within 20 working days of the original complaint, with a copy sent to any other party implicated in the complaint.

Unresolved complaints

In the event of a complaint remaining unresolved or being outside the scope of Act on Energy; -

- if the complaint involves a service or action by Act on Energy and is defined in a Local Authority service level agreement or contact, the matter will be escalated to the Local Authority
- if the complaint involves a service provided by a third party, such as a grant agency or a contracting organisation, the client will be advised of the appropriate governing or trade body for referral of the complaint.

Records

Details of all written complaints, responses from Act on Energy and other organisations referring to the complaint and details of any related telephone conversations will be kept on our secure CRM/Database and in secure cloud storage.

The complainant and anyone associated with the complaint can request to inspect these documents during normal office hours after giving three working days' notice.

Complaint records will be kept for a period of at least 3 years.

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