

	Complaint Management Procedure	Document No: SS – CMP	Document Revision: 001	Issue Date: 05/05/2024
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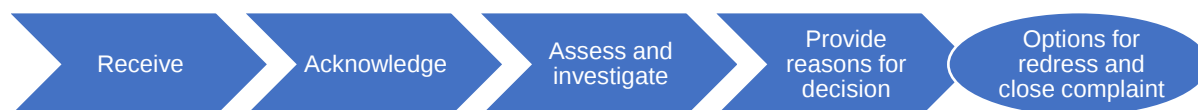
Complaint Management Procedure

Reviewed date: 19/08/2024

Next Review date: 19/08/2025

Complaint Management Stages

The key stages of our complaint management system are shown below:



Dealing with a customer

Let them explain their issue and complaint if needs be, gather as much information as you can, and repeat back the key issues to insure we have got all the information we need to help solve their issue.

Apologies, show empathy, and reassure you are there to help. If the customer is aggressive or extremely rude explain to them the following.

“[Customer Name] I would like to try to resolve your complaint, but if you continue to [speak to me in that manner, swear, be offensive] then I will have to end the call”.

If they continue to behave in the same manner give them a final warning, following this if they do not respond then end the call and report the situation to your line manager.

Initial assessment

After acknowledging the receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making the complaint and where there is more than one issue raised, determine whether each issue needs to be addressed separately.

When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about a person’s health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed
- Whether a resolution requires the involvement of other organisations.

Types of complaints received

Below are the major types of complaints that we usually receive from our customers

- The solar system is not connected to the grid
- Inverter is not working or there is a fault message on the inverter screen
- The solar system is not producing enough
- Installation related
- Contract related
- Other issues

Addressing complaints

After assessing the complaint, we will consider how to manage it. To manage a complaint, we may:

- Give the person making a complaint information or an explanation – talk them through the fault guide, or email them links to our you-tube page with videos on various scenarios.
- Having taken all the information, refer on to the complaints department for follow up phonecall
- Flag for immediate attention/action by complaints team.

Promises;

A return phone call will be given within 24hours, with a view to get someone out to you if needs be within two weeks.

If it is a Urgent matter – smell of smoke, or hole in roof ect, advise to Switch off System immediately, and that a return call will be made back to them in the next 4 hours.

We will keep the person making the complaint up to date on our progress, particularly if there are any delays.

Receipt of complaints

Unless the complaint is resolved at the outset, the complaints team will raise a ticket in our CRM. Check to see if there is already a ticket raised, add comments to existing one, if no ticket raised, raise a new one.

Any supporting documents such as electricity bills, pictures, error message details etc., is uploaded in the raised ticket.

The raised ticket for a complaint will contain:

- Contact details of the customer registering the complaint
- The exact issue along with supporting documents/pictures/error message
- If applicable, details of the person/department/agency responsible to resolve the issue

Any other relevant information important for resolution of the complaint

Search by keyword
walton

Customer details

Customer name	: Walton McKee	Address	: 28 Downshire Park	System size	: 4 KW
Contact No.	: 07718914892	City	: Hillsborough	Sale date	: 25-Feb-2021
Sales rep name	: Andrew McKee	County	:	Install date	: 05-Nov-2020
Installer	: Alan	Postcode	: BT26 6HB		

Source: --Select One-- Call attended by: Call attended by Priority: --Select One-- Purpose: --Select One-- Tentative resolution date: [Calendar Icon] [Text Box]

Remarks: [Text Area]

Submit Back

Using the ticket system ensures that EVERYONE has visibility of the complaint, and what is being done to help resolve it. Anyone in the company can raise a ticket and add a comment.

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Providing reasons for decisions

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- The outcome of the complaint and any action we took
- The reason/s for our decision
- The remedy or resolution/s that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

Closing the complaint, record keeping, redress and review

We will keep comprehensive records about:

- How we managed the complaint
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address the problems identified and any decisions made on those recommendations
- Any outstanding actions that need to be followed up
- All complaints are actioned within 48 hours from receipt of the complaint

Closure timelines

The closure timelines vary depending upon the type of complaint:

- The solar system is not connected to the grid – this might take up to 4 weeks depending on the response from the customer's power company
- Inverter is not working or there is a fault message on the inverter screen – within 2 weeks from the receipt of complaint. This may take longer if a warranty claim needs to be processed.
- The solar system is not producing enough – 2 weeks from the receipt of complaint
- Installation related – 4-5 working days
- Contract related – 24-48 hours

Accountability and learning

Analysis and evaluation of complaints

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- The number of complaints received
- The outcome of complaints, including matters resolved at the frontline
- Issues arising from complaints
- Systematic issues identified, and
- The number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Monitoring of the complaint management system

We will continually monitor our complaints management system to:

- Ensure its effectiveness in responding to and resolving complaints
- Identify and correct deficiencies in the operation of our system
- Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

Continuous improvement

We are committed to improving the effectiveness and efficiency of our complaint management system. To ensure this, we will:

- Support the making and appropriate resolution of complaints
- Implement best practices in complaint handling

- Recognise and reward exemplary complaint handling by staff
- Regularly review the complaints management system and complaint data
- Implement appropriate system changes as a result of our analysis of complaints data and continual monitoring of the system.

