



Total Renewable Solutions Complaints procedure

Whilst we will always do everything we can to ensure things run smoothly for our customers, we do recognise that sometimes things can do wrong. If this is the case then we want to make sure we can put things right as soon as possible.

If you choose to make a complaint, then the following procedure applies:

- Contact us by phone, email or with person with full details of your complaint
- We will consider the details of the complaint and report our findings to you within 7 days of receiving the complaint
- Where appropriate, we will arrange to inspect your system within 7 days of receiving the complaint and within 24 hours if you are without hot water or heating as a result of the situation that has led to the complaint
- We will always let you know who is resolving your complaint, and provide you with their contact details. You will always be kept fully informed with regards to our findings and proposed course of action

If you are not satisfied with the resolution of your complaint, you can report the matter to either Trading Standards or Renewable Energy Consumer Code (RECC) as appropriate.

Additionally, where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website [here](#).