

Powering Norfolk For A Sustainable Future.

COMPLAINTS PROCEDURE

Lumisol

SOLAR · EV CHARGING · ELECTRICAL

1. OUR AIM

1.1 A complaint is any expression of dissatisfaction by a customer where they want us to do something about it.

1.2 Where a customer raises a complaint, we will consider it and work with them to find an agreed course of action to resolve it **speedily and effectively**, to the customer's satisfaction.

1.3 This procedure applies to every customer and every job we carry out, whether solar PV, EV charging or general electrical work.

> **RECC and MCS, in plain terms.**
>
> Lumisol Ltd is a member of the **Renewable Energy Consumer Code (RECC)**, membership number 00076914, and is **MCS certified**, certification number 65799. RECC sets consumer-protection standards for companies selling small-scale renewable energy systems, backed by the Chartered Trading Standards Institute; MCS certifies that we install to a recognised industry standard. Both bodies require us to operate a complaints procedure of this kind, and both can get involved if we can't resolve a complaint between us — see section 6.

2. HOW TO RAISE A COMPLAINT

2.1 You can contact us by phone, email or post, and should do so as soon as possible after first noticing the problem, so that we can look into it while the details are fresh.

- **Phone.** 01603 327719
- **Email.** info@lumisol.co.uk
- **Post.** Lumisol Ltd, 31 Vera Road, Rackheath, Norwich, NR13 6QP

2.2 If you call us and we can't resolve the matter immediately, we will ask you to put the complaint in writing, by email or letter, so that there is a clear record for everybody. We will offer to help with this if you would like us to.

3. WHAT HAPPENS WHEN YOU CONTACT US

3.1 We will take the details of your complaint, log them in our Complaints Log, and make a thorough note.

3.2 We will tell you that we will do our best to resolve the complaint, but that you have a right to pursue it further if we can't reach a resolution that satisfies you — see section 6.

3.3 We will keep a record of every contact, or attempted contact, with or from you while we are working to resolve the complaint, including phone conversations.

4. IF WE NEED TO INVESTIGATE

4.1 If necessary, we may ask you to provide paperwork or other material relevant to the complaint. Anything you send us will be noted in the Complaints Log.

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4.2 If we need to inspect your system or visit your property to investigate the complaint, we will do so within **7 days** of receiving it.

4.3 If, as a result of the situation that led to the complaint, you are without power or facing a safety risk, we will attend within **24 hours** instead.

4.4 Where a visit is necessary, we will let you know the outcome as soon as possible afterwards, and record this in the Complaints Log.

5. OUR RESPONSE

5.1 We will respond to you with our findings and a summary of the actions taken and communications had within **10 working days** of receiving your complaint.

5.2 Wherever we can, we will aim to resolve a complaint more quickly and informally than this — for example, with a phone call to give advice that solves the problem. We will still log complaints resolved this way.

6. IF WE CAN'T RESOLVE YOUR COMPLAINT

6.1 If we are unable to resolve your complaint and you are not satisfied with the remedy we have offered, we will advise you where you can take the complaint further. Where you take it further depends on what the complaint is about:

- **Technical aspects of the installation of an energy generation system** — we will direct you to our MCS certification body, **NAPIT**, 4th Floor, Mill 3, Pleasley Vale Business Park, Mansfield, Notts, NG19 8RL. Telephone 0345 543 0330, email info@napit.co.uk.
- **Matters within the remit of the Renewable Energy Consumer Code** — we will direct you to **RECC**. RECC's dispute resolution process is set out in the 'How to Complain' section of recc.org.uk.

6.2 We will cooperate fully with MCS and RECC complaint-handlers to help them resolve your complaint.

> **Please note.** We will not take, or threaten to take, action against a customer through the courts without first trying to resolve the problem as set out in this procedure and in RECC's dispute resolution process.

7. CONTINUOUS IMPROVEMENT

7.1 We regularly review our Complaints Log to identify any action we may need to take to prevent similar complaints happening again.

We take every complaint seriously and aim to put things right quickly. If something isn't working for you, please get in touch using the details in section 2 — we'd rather hear about it and fix it than have you take it further.

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