

Complaints Procedure

Version 3 · How we identify, investigate and resolve non-conformances and customer complaints

Purpose

This Procedure defines the actions and responsibilities of individuals to ensure that non-conformances risks are identified, investigated and that corrective actions are carried out in order to provide satisfactory product and services.

Scope

The Procedure encompasses the methods used to, identify, control, investigate, record and implement corrective actions as a result of a non-conformance.

Responsibility

The Managing Director is the nominated management representative responsible for the Management System and for this procedure.

Step 1 – Risk Management

1.1 The company will determine actions to control the risks of potential non-conformities in order to minimise their occurrence and to prevent under achievement of planned levels of product and service.

1.2 Key actions will be defined in the following procedures:

- 01 Legal & Other Requirements – review of new or updated legal or other requirements to ensure compliance is built into the Management System
- 02 Risk Management Register identifies and evaluates risks to the business in context and identifies a strategy of control.
- 05 Management Review & Internal Audit – implementation of any issues identified during the internal audit and review lessons learnt
- 08 Operations, Surveying and Installation procedures – risk assessment to identify any potential quality, safety or legality issues in products, services, processes or change management
- 10 Approved Suppliers – to ensure products and outsourced processes are provided by suitable and reliable suppliers to Meet the Company's requirements on environmental standards, quality, safety, required delivery dates and price competitiveness
- 12 Sales, Contracts & Tenders – customer requirements investigated to identify any potential quality, safety or legality issues within each contract and job.
- 13 Health & Safety – risk assessments identify any potential safety or legality issues in company operations and identifies management strategies in line with the hierarchy of control.
- 14 Environmental – Aspects and Impact assessment to identify any potential environmental or legality issues in company operations and the principles of preventative action will form an integral part of all other company procedures.

Responsibility – Relevant Manager

Step 2 – Reporting, Inspection and Investigation

2.1 The Non-conformance procedure supports the continual improvement culture of the business by facilitating and capturing opportunities for improvement in quality, environmental and health safety issues.

Improvement opportunities may be identified ad hoc or as part of the formal management and internal audit processes.

2.2 Non-conformances will be reported when service or product does not conform to Client Contract, when an undesirable serious incident has occurred, when an undesirable trend is identified, as a result of a customer complaint, quality issue, environmental issue, health & safety issue and for non-compliance with applicable environmental or health & safety legislation & standards as well as internal and external audit and review issues.

2.3 When informed of the details of a non-conformance, an investigation will take place, an authorised decision will be made on the course of action to be taken and the details will be recorded as detailed below.

2.4 A Non-conformance can occur at Head Office, satellite offices on a site or any other place related to the company's operations.

2.5 A Non-conformance can relate to the supply of a product or service to the company, the discharge of the company's services to their customer(s) or at any other stage during the direct supply chain within which the company operates.

2.6 The outcome will be communicated and the relevant personnel will be instructed on the course of action to be taken.

Responsibility – Any member of staff / Relevant Manager

Step 3 – Recording Details

3.1 All relevant details relating to the management of a non-conformance will be recorded individually as a Non-conformance report.

3.2 The Non-Conformance Log will be analysed, and trends identified.

Responsibility – Member of staff identifying the non-conformance. Relevant Manager

Step 4 – Communicating Non-Conformance

4.1 Information relating to the non-conformance and any required actions will be communicated to company personnel, the supplier, and clients, as appropriate.

The Non-conformance details will be passed to the relevant manager for investigation.

Responsibility – Managing Director. Relevant Manager

Step 5 – Corrective Actions

5.1 All non-conformances will be investigated to identify the root cause wherever possible and the findings will be recorded.

5.2 Following investigation appropriate corrective actions to be taken will be identified, risk assessed and evaluated in order to ensure that the non-conformance is adequately addressed without any adverse effects, e.g. by reworking, concession etc. Corrective actions where product is affected, considerations will be given to product which has left site e.g. out of calibration equipment. All corrective actions will be recorded.

5.3 Appropriate actions, responsibilities and time scales for completion will be assigned in order to minimise the impact of the non-conformance and the findings will be recorded.

5.4 Material or product affected by a non-conformance on site will be isolated, or placed within the designated area, and a red "QUARANTINED" label will be attached, if deemed necessary.

5.5 Where material or product affected by a non-conformance has been released to the customer, it may be recalled as detailed in section 6 below.

5.6 The non-conformance will be reviewed within the appropriate time scale to evaluate the effectiveness of the corrective actions. If the defined corrective actions have been unsuccessful then further actions, responsibilities and time scales for completion will be assigned and the details will be recorded.

5.7 The non-conformance will be reviewed within the appropriate time scale to evaluate the effectiveness of the corrective actions. If the defined corrective actions have been successful then the closure details will be recorded and further corrective actions identified.

Responsibility – Managing Director. Relevant Manager

Step 6 – Risk Management Action

6.1 All non-conformances will be investigated to identify the cause of the non-conformance wherever possible and the findings will be recorded.

6.2 Following investigation appropriate risk control actions to be taken will be identified, assessed and evaluated in order to ensure that the non-conformance does not create any adverse effects or recur and the findings will be recorded.

6.3 Appropriate actions, responsibilities and time scales for completion will be assigned in order to prevent re-occurrence of the non-conformance and the findings will be recorded.

6.4 The Control measures will be reviewed within the appropriate timescale to evaluate the effectiveness of the actions. If the defined actions have been unsuccessful and more non-conformances have occurred then further actions, responsibilities and time scales for completion will be assigned and the details will be recorded.

6.5 The Control measures will be reviewed within the appropriate time scale to evaluate the effectiveness of the actions. If the defined actions have been successful the details will be validated and recorded.

Responsibility – Managing Director. Relevant Manager

Step 7 – Customer Complaints

7.1 A complaint is any expression of dissatisfaction by our customers where they want us to do something about it.

7.2 Customer Complaints will be recorded & investigated to identify the root cause of the complaint, resolved wherever possible and the findings recorded.

7.3 Customer complaints can be received by any member of staff by any communication method, customers will be contacted, the complaint acknowledged and informed of who is dealing with their complaint within 24hrs or as soon as possible and the reasons for not doing so recorded.

7.4 Complaints will be investigated and resolved within 10 working days where possible.

Where there is a need to inspect an installed Energy Efficiency Measure or visit the customer to investigate the complaint, we will do so within 7 days of receiving the complaint where possible.

However, if the customer is without heating or hot water as a result of the situation that led to the complaint, we will endeavour to get out to them within 24 hours.

7.5 Customer, or other stakeholder complaints will be recorded by completion of a complaint investigation report on the relevant Installer CRM record.

Technical Monitoring failure reports will be recorded on the relevant Installer CRM record Tab.

TM inspection failures that would be considered significant or major non-conformities will be elevated to a non-conformance and investigated accordingly.

The complaint details should be recorded on the complaint log and a sequential unique reference number allocated.

7.6 An initial investigation will be undertaken to establish the cause of the complaint and actions taken to resolve the issue.

Any contact with the customer, or other interested party must be copied to the complaint investigation record by logging a call or adding a copy of any written communication sent out to the relevant installation project record.

7.7 If the complaint is deemed to be of a serious nature it will be escalated to a non-conformance and be handled via the appropriate parts of this procedure.

7.8 The Complaint Log will be analysed, and trends identified.

Trends within Customer Complaint log will be monitored, and significant trends will be treated as Non-conformances.

7.9 If we cannot resolve a complaint and the customer is not satisfied with the remedy offered, we will advise where they can pursue their complaint.

7.10 For installations carried out under the ECO funding contracts or the Green Home Grant or other schemes in which we are participating details of the complaint will be transferred to the relevant Funder or governing body as required.

7.11 If the complaint is (partly or wholly) about technical aspects of the installation of an energy generator, we will direct them to our MCS installer certification body.

If the complaint is about matters within the remit of the Renewable Energy Consumer Code (RECC), we will direct the customer to RECC. The RECC dispute resolution process is

set out in the 'How to Complain' section of the RECC website.

7.12 Complaints from an eco-funding partner, GDP or other client will be received, recorded and addressed in the same manner as a customer complaint.

Responsibility – Managing Director. Member of Staff. Relevant Manager

Step 8 – Customer Satisfaction

8.1 Following the completion of programmed installation works customers are provided with details of how they can submit customer reviews on social media and Trustmark.

8.2 Any adverse customer reviews will be raised as a customer complaint or Non-conformance as appropriate.

8.3 Customer satisfaction will also be covered during any site inspections carried out by CT Eco Plus staff or independent inspectors. The inspector will record any complaint or non-conformances & report any issues to the relevant department for investigation and action.

8.4 Customer feedback results will be reviewed monthly at the management meeting.

Responsibility – Managing Director

Step 9 – Supplier Complaints

9.1 Supplier Complaints will be treated as a non-conformance where appropriate.

Responsibility – Member of staff identifying the non-conformance

Step 10 – Review

10.1 All non-conformances including Customer complaints and customer feedback results will be reviewed in accordance with the Management System Review and Audit Procedure and details will be recorded in the Management Meeting Minutes.

Responsibility – Managing Director. Relevant Manager