

Our Complaints Procedure

1. You can contact us initially by phone, email or post. You should do so as soon as possible after first noticing the problem.
2. We will take the details of the complaint and log them in our Complaints Log and make a thorough note of the details provided. In some cases we may make contact to seek clarification of any points where necessary.
3. We will inform you that we will do our best to resolve the complaint but you have a right to pursue the complaint if we cannot reach a satisfactory resolution (see point 9).
4. For complaints by phone, if we can't resolve the matter immediately we will ask you to put the complaint in writing, in an email or letter, so that there is a clear record for everybody. We will offer help with this if you should need it.
5. If necessary, we may have to ask you to provide us with photos or additional materials to help support us to resolve the complaint. We will note anything received from you in our Complaints Log.
6. If a visit is necessary, we will let you know the outcome as soon as possible after the visit. We will also record this in the log of the complaint.
7. We will keep a note of contacts (or attempted contacts) with or from you while we are trying to resolve the complaint, including telephone conversations.
8. We will always endeavour to respond to you with our findings and a summary of actions/communications within 10 working days of receiving the complaint

Whenever we can, we will aim to sort the complaint out more quickly than this and informally, for example with a phone call to give advice that solves the problem.

9. If we cannot resolve a complaint and you are not satisfied with the remedy offered, you can pursue your complaint via the following impartial bodies:

a) If the complaint is (partly or wholly) about technical aspects of the installation of an energy generator, you can contact the MCS installer certification body via the links below:

<https://mcscertified.com/complaints-compliance/>

<https://mcscertified.com/somethings-gone-wrong/>

b) If the complaint is about matters within the remit of the Renewable Energy Consumer Code (RECC), please direct your complaint to RECC. The RECC dispute resolution process is set out in the 'How to Complain' section of the RECC website. See details below:

Renewable Energy Consumer Code (RECC)

Our RECC membership number is: 00038969

Brettenham House, 2-19 Lancaster Place, London

WC2E 7EN

Tel: 0207 981 0850

Email: disputeresolution@recc.org.uk

Website: <https://www.recc.org.uk/>

10. We will cooperate with MCS or RECC complaint-handlers to assist them to resolve your complaint.

11. We will not take, or threaten to take, action against you through the courts without first trying to solve the problem as set out here and in RECC's dispute resolution process.

12. We will regularly review the Complaints Log, to identify any actions we may need to take to prevent complaints recurring.

13. It is our policy to treat all complainants the same, however, eligible complainants, customers that have purchased goods and services using a lenders finance, are legally defined and have additional rights in law that we must acknowledge and adhere to.

a. The Financial Conduct Authority complaints rules apply to complaints:

i. Made by, or on behalf of an eligible complainant.

ii. Relating to regulated activity.

iii. Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

14. We will consider a complaint closed when we have made our final response to the customer. This does not prevent a customer from exercising any rights they may have to refer the matter to the Financial Ombudsman Service or our consumer bodies including the Microgeneration Certification Scheme (MCS) or the Renewable Energy Consumer Code (RECC).

How To Contact Us:

There are a number of ways you can contact us if you have a query or question about your service.

Phone: 0800 009 6285

E-mail: info@ceiba-renewables.co.uk

Post: Ceiba Renewables Limited, Unit 1, Wellfield Court, Ibrox Business Park,
46 Broomloan Pl, Ibrox, Glasgow G51 2JR.

Independent Help And Advice:

Citizens Advice

For free, impartial advice on your situation you can contact Citizens Advice consumer service at any stage in the complaints process on 0808 223 1133 or <http://www.citizensadvice.org.uk/energy>. You can also get impartial information from your local Citizen's Advice Bureau.

Visit 'Know your rights' or fill out their online form for any consumer energy query.