



# Complaints Procedure

Greenarc Limited





### Our Complaints Process

We always aim to get things right first time for our customers although we know that sometimes you will feel that this hasn't happened. By letting us know that you are unhappy with the services you've received, we have the opportunity to put things right. Your feedback is also vital in helping us to improve our service.

If you need to complain, we are committed to having an accessible process where we will always try to resolve things speedily and at the earliest possible stage. Most issues can be put right with just one phone call, so please follow the steps below:

#### How to make a complaint

Call us on 0345 6461410

Email us at [info@greenarc.com](mailto:info@greenarc.com)

Write to us at Greenarc Ltd, First Floor, G Mill, Dean Clough, Halifax, W Yorkshire. HX3 5AX

To help us to investigate and resolve your concerns as quickly as possible, please provide the following information: -

- Your full name and contact information
- Full details of your complaint
- Details of what you would like us to do to put things right
- Photocopies of any relevant paperwork

Every effort will be made to sort things out for you by close of the 3<sup>rd</sup> business day. Once we've resolved your complaint, we will send you an email or letter just to confirm you're happy with what's been agreed. This will tell you about the complaints service we offer and where to go for further support, should you need it.

#### What happens next?

We will try to resolve your complaint as quickly and fairly as possible, however when a complaint can't be resolved quickly, or you aren't happy with the initial resolution our Customer Service Management Team are here to help you and every effort will be made to sort things out for you.

A member of this team will be your dedicated contact, and we will write or call you to let you know how long you can expect to wait for a decision whilst we carry out an independent review. They act with the full authority of our Chief Executive.

We will aim to have completed our investigation and provide you with a 'Final Decision' letter within 4 weeks, should the complaint be more complex we will write to you advising of this and commit to a full response and 'Final Decision' within 8 weeks.

#### How will I know the decision?

Where possible, we will try to inform you of our decision over the telephone, if this is not possible, we will confirm our decision in writing in a final decision letter. The letter will provide a full and detailed account of our findings and reasons for our decision.

All complaints, whether considered significant or minor, will be reported and logged using the Complaints Log. The record will detail the reason for the complaint, our response and any action taken. We will analyse this information and use it to improve our policies and processes, providing information to the Exec Team for their review and input.

### **If you are not happy with the decision and are a Greenarc Solar Customer**

If you're a Greenarc Solar customer and are unhappy with our final decision, you can refer your complaint to the RECC, free of charge. RECC is a CTSI approved Alternative Dispute Resolution provider under the European Alternative Dispute Resolution (ADR) Directive.

#### **RECC**

You will need to complete a Complaint Registration Form which can be submitted online or downloaded on their website. When they receive the complaint, you will be notified and RECC will assist you and us to resolve the dispute through our 2-stage process: Mediation and Independent Arbitration Service (legally binding).

[Renewable Energy Consumer Code \(RECC\)](#) is a link to their website which details how to complain, along with the Complaint Registration form.

### **If you are not happy with the decision and are a Bulk Fuel or Domestic Fuel Customer**

If after considering our final decision you're still unhappy, you can approach UKIFDA or Utilities ADR free of charge. They're an independent body that arbitrate on complaints.

#### **UKIFDA**

The details of how to complain can be found on their website which has lots of other information <http://www.ukifda.org/>

You can also contact them by phone on 07860 773952, via Email: [info@ukifda.org](mailto:info@ukifda.org)  
Or in writing to their Registered Address: UKIFDA, PO Box 18273, Birmingham. B35 9EP.

#### **Utilities ADR**

The details of how to complain can be found on their website which has lots of other information [www.utilitiesadr.co.uk](http://www.utilitiesadr.co.uk).

You can also contact them by phone on 0203 5408063 or in writing at their Registered Address: 12-14 Walker Avenue, Stratford Office Village, Wolverton Mill, Milton Keynes. MK12 5TW



**If you are not happy with the decision and are a Fuel Card Customer**

You can contact the Citizens Advice at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk), or by telephone on 0800 1448848 (England), 0800 72202 (Wales)

Should you require any further clarification on how we deal with complaints prior to engaging our services please contact Kirsty O'Connor, Head of Operations, on 0345 6461410 or [info@greenarc.com](mailto:info@greenarc.com).