

## Sussex Energy Advisors Complaints Procedure

We take our commitment to customer service very seriously and as the Renewable Energy Consumer Code, to which we belong, states;

“The expertise of Code members together with the high standards of service set out in this Code should ensure that the overwhelming majority of the energy generators supplied and installed by Code members are problem free.”

We are always clear about our obligations to you as a customer and work hard to deliver those obligations to the highest standard possible.

Although we take great pride in our work and independently verified positive customer feedback we understand that there is a possibility that a customer may not always feel they have received the level of service expected. We aim to prevent problems from occurring in the first place and resolve them as quickly as possible to remove any impact on you, the customer. We will always aim to fulfil our obligations to you as the customer and work hard to uphold our values and ethics as a customer-focused business. If for any reason you are not happy with our service we want you to know that we take complaints about our work, staff and levels of service very seriously. If you are not satisfied with how a concern has been resolved, please follow this process for raising a complaint.

If you want to speak to someone about a complaint, you can call our public enquiries number on 0800 014 8547 (lines are open 9:30am to 5:0pm Monday to Friday, excluding bank holidays), where we will work hard to try to resolve the issue if we can. If you prefer to put your complaint in writing then you can send details either by email to [admin@sussexenergyadvisors.co.uk](mailto:admin@sussexenergyadvisors.co.uk) or by postal mail to Sussex Energy Advisors, 8 Sea Road, Bexhill-on-Sea, East Sussex, TN40 1ED.

### What information we'll need from you

We will need:

- a clear, detailed description of what your complaint is about
- copies of any letters or emails related to the complaint
- confirmation of your contact details and preferred method of contact

We aim to acknowledge and respond to complaints within 48 hours of receiving them from Monday-Friday. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply. If the problem is still unresolved following this, you can make a formal complaint to our Complaints Manager.

### How to make a formal complaint about Sussex Energy Advisors

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You can make a formal complaint to the complaints manager by post, online or by phone.

**Write to:** Sussex Energy Advisors  
C/o Stephen Collins  
8 Sea Road  
Bexhill-on-Sea  
East Sussex  
TN40 1ED

**Email:** [Admin@sussexenergyadvisors.co.uk](mailto:Admin@sussexenergyadvisors.co.uk)

**Phone** our public enquiries number on 0800 014 8547 (lines are open 9:30am to 5:00pm Monday to Friday, excluding bank holidays). Our staff can take a note of your complaint or concern to pass to the Complaints Manager if they are not available.

### Our Obligations to You Under the RECC Code

If Sussex Energy Advisors receives a complaint that requires us to go to your property then we will arrange to inspect your system as soon as is reasonably possible and within 7 days at the most, **or within 24 hours if you are without**

**heating or hot water as a direct result of your complaint.** We will consider your complaint and report our findings clearly to you within 7 working days of receiving the complaint or our inspection (or urgently, if there is a possible safety issue). You have the right to escalate a complaint to the Certification Body (MCS) and/or RECC.

<http://www.recc.org.uk/complaint-form>

<http://www.microgenerationcertification.org/consumers/complaints>

**Sussex Energy Advisors ('the Code Member') comply with the 12 points listed below in relation to you ('the consumer') and complaint handling;**

1. the consumer must tell the Code member he or she agreed the contract with about any complaint they have as soon as possible, and no later than three months, after they have first noticed the problem;
2. the Code member will consider the details of the complaint and report the findings clearly to the consumer within seven working days of receiving the complaint;
3. if appropriate, the Code member will arrange to inspect the consumer's system, within seven days of receiving the complaint, and within 24 hours of receiving the complaint where a consumer is without heating or hot water as a result of the situation that has led to the complaint;
4. the Code member will try to find an agreed course of action to resolve the complaint speedily and effectively to the consumer's satisfaction;
5. if the consumer is not satisfied with the remedy offered by the Code member, and the complaint is (partly or wholly) about technical aspects of the installation of an energy generator, they should direct it to the relevant MCS installer certification body (see section D below for their contact details);
6. if the Code administrator receives a complaint from a consumer that is about technical aspects of the installation of an energy generator, the Code administrator will forward it to the relevant MCS installer certification body, having first obtained the consumer's permission to do so;
7. if the consumer is not satisfied with the remedy offered by the Code member, and the complaint is about any other issues linked to the Code, they should direct it to the Code administrator by completing the [online complaints registration form here](#) or by requesting a hard copy from the Code administrator.
8. the Code administrator will check that the consumer has already given the Code member the opportunity to resolve the complaint;
9. if satisfied the Code administrator will register and acknowledge the complaint within seven days of receiving it, and will also notify the Code member of the complaint;
10. Code members will not take action through the courts without first trying to solve the problem as set out in this section;
11. if the complaint has not been resolved using the procedure set out above the Code administrator will assign the complaint to one of its complaint handlers who will mediate between the consumer and the Code member, taking the facts of the matter into account and using their best endeavours to suggest an acceptable solution;
12. in the event that the complaint cannot be resolved with the assistance of the Code administrator's complaint handlers, either the Code member or the consumer may request to use the independent conciliation or arbitration services as laid out in 9.2 & 9.3 of the RECC consumer code which can be accessed here - <http://www.recc.org.uk/scheme/consumer-code>

**Sussex Energy Advisors Ltd : Head Office, 8 Sea Road Bexhill-on-Sea, East Sussex, TN40 1ED**  
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