

COMPLAINT FORM

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The purpose of this form is to enable us to address your complaint quickly and efficiently. Please complete the following form accurately and provide as many details as possible including copies of any related paperwork or correspondence you may have and names, dates and times when you have made contact with Solartherm UK regarding this complaint. Please detach the Complaint Procedure and retain for your information. Please ensure the form is signed and dated on the reverse.

YOUR DETAILS

Full Name

Title:	Forename(s):	Surname:
Address:		
Post Code:		
Phone Number:		
Email Address:		

If you are completing this form on behalf of someone else, please give the name and address of the person wishing to make the complaint and ensure the authorisation on the last page of this form is duly signed by both the account holder and yourself

Their Full Name:

Title:	Forenames(s):	Surname:
Address:		
Post Code:		
Phone Number:		
Email Address:		

Details of Complaint

Please summarise your complaint and include dates and names of employees spoken too where known:



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Please document any evidence that supports your complaint

Please tick here to confirm that you have supplied any evidence that supports your complaint

TYPE OF CASE:	Low Generation	<input type="checkbox"/>	FIT/RHI Payments	<input type="checkbox"/>	
	Component Position	<input type="checkbox"/>	Install	<input type="checkbox"/>	
	Member of Staff	<input type="checkbox"/>	Contract	<input type="checkbox"/>	Other <input type="checkbox"/>

What is your desired outcome?



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The Complaint Pack

The Complaint Pack has been developed to ensure that Solartherm UK complaints procedure is adhered to at all times and that there is a strict audit trail which can be accessed at any time to monitor the progress of complaints.

The Complaint Pack is a functional pack where all the details of any complaint are logged and tracked. Procedural requirements are in a chronological order which allows the Complaints Officer to easily ensure that timescales are kept to. Copies of all correspondence sent and received are stored in the pack together with any other related documents.

The Complaint Form

When a complaint is received, either verbally or in writing, it is passed on to Solartherm UK Complaints Department.

The complaint is logged in Solartherm UK Complaints Tracker and in the Complaint Pack, an official complaint form is dispatched to the complainant within 5 working days of receipt of the complaint.

The Complaint Form has been designed to assist Solartherm UK in dealing with complaints in a timely and efficient manner. Complainants are asked to complete necessary fields which ensure that Solartherm UK receive all the information required in order to proceed with any investigation which may take place.

Once the completed complaint form has been returned an acknowledgement is sent to the complainant within 5 working days of receipt of the complaint form. A copy of the completed complaints form is kept in the Complaint Pack.

The Complaint

If there is a requirement to inform a client of Solartherm UK that a complaint has been received, it takes place at this stage.

The complaint is then sent to the relevant department manager i.e. if the complaint refers to the actions of an installer, the installation manager is asked to provide a report. Once the department manager receives the complaint an investigation is instigated and it is his/her responsibility to ensure that the relevant members of staff are interviewed and, where necessary, asked to submit a written report themselves. The report(s) are then handed back to the complaints department. It is the responsibility of the Complaints Officer to ensure that these reports are received from the relevant departments in a timely fashion as there are strict timescales which need to be adhered to.

The Complaints Officer assesses the details of the case and reviews all aspects of the complaint in order to form the basis of the final response.



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Results & Recommendations

If Solartherm UK is not found to be at fault, an explanation to this effect is sent to the complainant.

If Solartherm UK is found to be at fault, then the final response letter will outline the company's position and may in some cases offer redress. Any matters that arise from the investigations are logged, and any recommendations passed on to senior management for assessment.

Complaints which have been fully investigated but, the complainant is still not satisfied are referred to the Managing Director who, after reviewing the case, may instigate a further investigation.

The Final Response

On completion of the investigation, a written final response is sent to the complainant (and the client if required). Solartherm UK endeavours to send a final response to the complainant within 10 working days of receipt of the completed Complaint Form containing the following:

The final response letter sets out the final view on the issues raised and states whether:

1. The complaint is accepted and, where appropriate offer redress.
2. The complaint is rejected but the redress is still offered.
3. The complaint is rejected giving reasons for the rejection.

If Solartherm UK are not in a position to send a final response within 10 working days then an interim letter is sent to the complainant outlining the reason for the delay and indicating that a final response should be available within 28 days.

In extreme circumstances it may not be possible for Solartherm UK to complete all of its investigations within 28 days, in which cases the complainant is sent a further interim letter detailing the reasons for the delay and when a final response could be expected. It is Solartherm UK policy to endeavour to provide a final response to all complaints within eight weeks. Where this is not possible it is likely that the complaint has led to a more in-depth investigation. If this is the case the complainant is kept informed of the status of his/her complaint. The complainant will be informed of the outcome of the investigation at the earliest possible opportunity.

Disciplinary Action

If a complaint results in disciplinary action being taken, all the information is sent to Solartherm UK's Operations Director who informs the client and the claimant that he/she is dealing with the matter.

If the Operations Director concurs with the outcome of the original investigation, the details are passed to the Human Resources department and disciplinary action according to Solartherm UK's disciplinary procedure takes place.

Hard Copy Records

Original hard copy documents regarding complaints received by Solartherm UK are kept in individual complaint packs which are filed in month order. These folders contain the following:

Original complaint letters	Any statements from Solartherm UK's departments
Original completed complaint form	Copies of all emails relating to the complaint
Replies to original letters	The final response
Case notes (taken from the company's systems)	All other relevant documentation

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May we contact you by telephone?
If Yes, what is the best time to contact you?

YES	NO
Am	Pm

Home Phone No (inc code):

Mobile Phone No:

May we contact you by email?: YES NO

Email Address:

Please provide copies of any available letters and documents.

(please tick in one of the boxes below)

Copies enclosed:

None Available:

Please read the authorisation below carefully and ensure that both the complainant and their representative sign where appropriate:

I/We authorise the above named representative to act on my behalf:

I/We authorise Solartherm UK to make contact with me or my representative should they require any further information regarding my complaint:

I/We authorise Solartherm UK to investigate the issues raised in this complaint:

I/We confirm this is a true statement of events leading up to this complaint

Signature(s) of Complainant/Account holder(s)

.....PRINT NAME.....

Signature of Representative

.....PRINT NAME.....

Date.....

This form has been specifically designed in order to assist Solartherm UK in the manner it handles complaints. Complaints are an expression of dissatisfaction which are treated seriously and dealt with as efficiently as possible. We, therefore, extend our gratitude for the time you have taken to complete this form.

Please send your completed form to:- Unit 2, Howard Chase, Basildon, Essex, SS14 3BE



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TO BE COMPLETED BY THE COMPLAINTS OFFICER	SUK Ref No: ____ / ____ / ____
Date form received by Customer Care (DD/MM/YY)?:	____ / ____ / ____
Date form received by Legal & Compliance (DD/MM/YY)?:	____ / ____ / ____
Complaint Logged:	YES NO
Date Acknowledged:	____ / ____ / ____
Acknowledgement Format?;	Letter Phone Email
Which Department is the subject of Complaint?:	
If the complaint is about a specific person, please insert the name below:	
Complaint type	
If the complainant has informed a third party please insert details here:	
Client Name:	
CLIENT REF NO : ____ / ____ / ____ / ____ / ____ / ____	
Has a copy of the complaint been sent to the client?	YES NO
Date copy sent to the client (DD/MM/YY)	____ / ____ / ____
Has a report been requested from the relevant department?	YES NO
Date Requested (DD/MM/YY)	____ / ____ / ____
Name of department member of staff dealing with this report	



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Has a report been received from the relevant Department?	YES	NO
Date report received (DD/MM/YY)	___ / ___ / ___	
Is a copy of the report enclosed?	YES	NO

Please list below any additional correspondence received:

Correspondence Received	From	Date	Enclosed

Please use this section to provide a report of the complaint, the actions undertaken and the results of the investigation (please attach separate sheets if necessary). Details of the complaint:

Actions undertaken:

Result of the investigation:

Final response sent to Complaint? YES NO DATE ___ / ___ / ___ Enclosed YES NO

Refund/Compensation amount – if applicable: £ _____

Escalated To: _____

Department _____

