

Retro Renewables Limited - Complaints Policy and Procedure

Policy Statement

At Retro Renewables Limited, we are committed to providing a high standard of service to all our customers. We value feedback and take complaints seriously. Our complaints policy is designed to ensure that any concerns are handled promptly, fairly, and consistently.

Scope

This policy applies to all employees, contractors, and customers of Retro Renewables Limited. It covers all aspects of our operations and services.

Objectives

- To provide a clear and transparent process for handling complaints.
- To ensure complaints are resolved quickly and effectively.
- To use feedback to improve our services and customer experience.
- To maintain the confidentiality of the complainant.

Principles

1. **Accessibility:** Information about how to make a complaint will be easily accessible to all customers.
2. **Fairness:** Complaints will be handled impartially and objectively.
3. **Responsiveness:** We will respond to complaints promptly and keep the complainant informed of the progress.
4. **Confidentiality:** Complaints will be handled confidentially, with information shared only with those involved in the resolution process.
5. **Continuous Improvement:** Feedback from complaints will be used to improve our services.

Procedure

Step 1: Making a Complaint

1. **Informal Resolution:**
 - If possible, customers are encouraged to resolve complaints informally by speaking directly with the staff member concerned or their immediate supervisor.
2. **Formal Complaint:**
 - If the issue cannot be resolved informally, a formal complaint can be made.
 - Complaints can be submitted in writing, by email, or by filling out a complaint form available on our website or at our office.
 - Contact details for submitting complaints:
 - Email: info@retrorenewables.co.uk
 - Address: Complaints Department, Retro Renewables Limited, 11 Ashfield Terrace, Chester-le-Street, DH3 3PD

Step 2: Acknowledgment

- Upon receiving a complaint, we will acknowledge receipt within 2 business days.
- The acknowledgment will include the name and contact details of the person handling the complaint.

Step 3: Investigation

- The complaint will be investigated thoroughly and impartially.
- This may involve:
 - Reviewing relevant records and documents.
 - Interviewing staff members and other relevant parties.
 - Consulting with subject matter experts if necessary.
- The investigation will be completed within 10 business days. If more time is needed, the complainant will be informed of the delay and the reasons for it.

Step 4: Resolution

- Once the investigation is complete, the complainant will be informed of the outcome in writing.
- The response will include:
 - A summary of the complaint.
 - Steps taken during the investigation.
 - The outcome and any actions taken to resolve the complaint.
 - Any options for further action if the complainant is not satisfied with the outcome.

Step 5: Follow-up

- We will follow up to ensure the resolution is implemented effectively and to gather feedback on the complaints process.
- Any feedback will be used to improve our services and complaints handling process.

Appeals

- If the complainant is not satisfied with the outcome, they can appeal the decision.
- Appeals should be submitted in writing within 10 business days of receiving the outcome.
- The appeal will be reviewed by a senior manager not involved in the original investigation.
- The appeal process will be completed within 10 business days of receipt, and the complainant will be informed of the final decision in writing.

Recording and Monitoring

- All complaints and their outcomes will be recorded in our complaints register.
- Complaints data will be reviewed regularly to identify trends and areas for improvement.

- An annual report on complaints will be submitted to the management team for review.

Review of Policy

- This policy will be reviewed annually to ensure its effectiveness and compliance with any relevant legislation.
- Any changes to the policy will be communicated to all staff and made available to customers.

Contact Information

For any questions or further information about our complaints policy and procedure, please contact:

- **Complaints Department**
 - Email: info@retrorenewables.co.uk
 - Phone: 0191 380 0961
 - Address: Complaints Department, Retro Renewables Limited, 11 Ashfield Terrace, Chester-le-Street, DH3 3PD
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By following this policy and procedure, Retro Renewables Limited aims to handle complaints effectively, improve customer satisfaction, and enhance the quality of our services.