

## COMPLAINTS PROCEDURE FOR CONTACT SOLAR

*Contact Solar is a wholly owned subsidiary of EDF Customers, part of the EDF Group.*

### Our Policy

- All our staff are aware of our complaints procedure and understand what to do if a complaint is received.
- If you have a complaint regarding a member of staff or the products and services we have provided, we want to hear from you and will do our best to resolve the matter as quickly as possible.
- We aim to investigate all complaints fairly, efficiently, and within a reasonable timeframe. All complaints will be handled consistently.
- Complaints will be treated sensitively and confidentially, in accordance with the HIES Scheme Rules and Code of Practice (our Consumer Code, a copy of which you will have received with your contract) and in line with the General Data Protection Regulation (GDPR).
- We aim to resolve complaints effectively and will check that you are satisfied with both the outcome and the way your complaint was handled.
- We view complaints as valuable feedback. Where appropriate, we will take constructive action to prevent similar issues in the future. We regularly review complaints to identify any recurring themes or areas of concern.
- Complaints can be submitted verbally (in person or by phone), by email, or in writing.
- When a complaint is received our customer relations team, will log it in our complaints register.
- Your complaint will be assigned to an appropriate member of staff for investigation. You will receive a written acknowledgment within 3 working days of receipt, confirming who is handling your complaint and when you can expect a response.
- We aim to complete investigations and provide a satisfactory resolution within 14 working days of receipt. If more time is needed, we will issue a progress update and provide an expected final response date—no later than a further 14 working days.
- Our final response will detail the actions taken, our findings, and the proposed resolution.
- If you are not satisfied with how your complaint is being handled, you may contact HIES for mediation by calling **0344 324 5242** or via the HIES website: [www.hiesscheme.org.uk](http://www.hiesscheme.org.uk).

- If, after following all steps, you remain dissatisfied, you may escalate your case to the Ombudsman, who is fully independent.
- Responsibility for this policy lies with our senior management team, who will review and update it as necessary.

## **How to Make a Complaint**

### **Stage 1 – Informal Resolution**

We aim to resolve complaints as quickly and informally as possible. Please contact us as soon as you become aware of an issue.

If you speak to us by phone or in person, please note the name of the person you spoke to and any resolution offered.

If you are not satisfied with the outcome, you may proceed to the formal stage.

### **Stage 2 – Formal Complaint**

Put your complaint in writing and send it to:

**Contact Solar**

10 Eaton Avenue  
Buckshaw Village  
Chorley  
PR7 7NA

Please include your phone number and email address so we can contact you for clarification if needed.

You will receive a written acknowledgment within 3 working days of receipt.

Your complaint will be logged and assigned to a member of staff for investigation.

We will aim to provide a full written response within 14 working days. If a longer investigation is required (e.g., involving a site visit), you will receive a progress update and a new expected response date—no later than a further 14 working days.

### **Stage 3 – Escalation to HIES**

If the issue remains unresolved, you may refer your complaint to our nominated alternative dispute resolution provider:

#### **HIES**

Centurion House, Centurion Way  
Leyland Business Park  
Farrington  
Leyland,  
England,  
PR25 3GR  
Email: [info@hiesscheme.org.uk](mailto:info@hiesscheme.org.uk)

### **Stage 4 – Taking out finance not satisfied with the outcome?**

If you are dissatisfied with the progress of the investigation into your complaint or our final decision, you may refer your complaint to the Financial Ombudsman Service. They can be contacted in the following ways: Write - Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone - 0300 123 9 123 or 0800 023 4567 E-

mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) 16(16) GDPR & DATA PROTECTION

RELATED COMPLAINTS If your complaint concerns the processing of your personal data and you remain dissatisfied with our actions, you have the right to lodge a complaint with the Commissioner. The Information Commissioner's Office (ICO) can be contacted at: - Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate) Fax: 01625 524 510

Email: [enquiries@ico.org.uk](mailto:enquiries@ico.org.uk)

**Adopted: January 2014**

**Last reviewed: March 2025**

**Next review: March 2026**