

# Complaints Procedure

Last updated: 19<sup>th</sup> May 2025

At **T J Forever Solar Ltd**, we are committed to delivering high-quality renewable energy solutions and excellent customer service.

If something goes wrong, we want to know so we can put it right as quickly as possible. This Complaints Procedure explains how you can raise a concern, what you can expect from us and how we'll work to resolve it.

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## 1. How to make a complaint

If you are dissatisfied with any part of our products, installations or services, please contact us using one of the following methods:

**Email:** [comms@tjforeversolar.uk](mailto:comms@tjforeversolar.uk)

**Phone:** +44 (0)7823 325113

Please include:

- Your full name, address, and contact details
- Your installation or quotation reference number (if known)
- Details of your complaint (what went wrong and when)
- Any supporting evidence (photos, invoices, correspondence, etc.)

We recommend submitting your complaint in email to ensure we have a clear record.

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## 2. Acknowledgement

- We will acknowledge your complaint within 14 working days of receiving it.
- The acknowledgement will include the name of the person handling your case and an outline of the next steps.

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## 3. Investigation

- Your complaint will be reviewed by a member of staff who is independent of the issue raised.

- We may contact you for further details or to arrange a site visit if necessary.
  - We aim to complete our investigation and provide a full written response within 14 working days.
  - If the matter is complex and we need more time, we will let you know and provide an updated timeframe.
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## 4. Resolution

Once our investigation is complete, we will:

- Explain what we found,
- Tell you what action we are taking to resolve the matter, and
- Offer any appropriate remedy (such as a repair, replacement, refund, or goodwill gesture).

If you are satisfied with our proposed resolution, we will carry out any agreed actions as quickly as reasonably possible.

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## 5. If you're not satisfied

If you are not happy with our final response, you have the right to escalate your complaint.

### **For Domestic Customers (Consumers)**

If your installation is MCS-certified and covered by the Renewable Energy Consumer Code (RECC):

- You can refer the complaint to RECC for independent review.
- RECC offers free Alternative Dispute Resolution (ADR) through an approved mediation service.

#### **Contact RECC:**

Website: [www.recc.org.uk](http://www.recc.org.uk)

Email: [info@recc.org.uk](mailto:info@recc.org.uk)

Phone: +44 (0)20 7981 0850

We will cooperate fully with RECC and any appointed ADR body in resolving your complaint.

## **For Non-Domestic Customers (Businesses)**

If you are a commercial client, we will make reasonable efforts to resolve the matter through negotiation. If no agreement can be reached, disputes may be referred to independent mediation or handled under the dispute-resolution clause in our Terms & Conditions.

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## **6. Record keeping**

We record all complaints, actions taken, and outcomes for quality control and compliance purposes. These records help us monitor performance and identify areas for improvement. Complaint records are retained securely for a minimum of six years.

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## **7. Continuous improvement**

We regularly review all complaints to:

- Identify recurring issues,
  - Improve staff training,
  - Enhance customer experience, and
  - Strengthen our procedures.
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### **Contact us:**

T J Forever Solar Ltd

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