



# Complaints Handling Policy

(Aligned with RECC Code of Conduct)

## 1. Policy Statement

Movr Solar UK is committed to providing excellent customer service and upholding the highest standards of consumer protection as required by the **Renewable Energy Consumer Code (RECC)**. We take all complaints seriously and use them as an opportunity to improve our service and resolve issues fairly, transparently, and promptly.

## 2. Purpose

This policy ensures that:

- Customers know how to make a complaint.
- All complaints are acknowledged, investigated, and resolved efficiently.
- We comply with the RECC Code of Conduct and relevant consumer protection laws.

## 3. Scope

This policy applies to all complaints from:

- Domestic customers
- Prospective customers
- Third parties acting on behalf of customers

This includes complaints related to:

- Misleading sales or marketing
- Contract terms
- Installation quality
- Delays or missed deadlines
- After-sales service or guarantees

- Staff conduct

#### 4. How to Make a Complaint

Customers can submit complaints via:

**Email:** info@movrsolar.co.uk

**Phone:** 02030111111

**Post:** Movr Solar UK, 5 The Parade, Old Field Road, Sutton, SM1 2NA, United Kingdom

Customers should include:

- Their name and contact details
- A description of the issue
- Any relevant documents (photos, quotes, invoices)

#### 5. Complaints Handling Procedure

Step	Action	Timeframe
1. Acknowledgment	Written acknowledgment of the complaint	Within 3 working days
2. Investigation	Complaint investigated by a senior staff member	Within 7 days
3. Response	Written response provided with outcome and proposed resolution	Within 7 working days
4. Resolution	Action taken to resolve the complaint to customer satisfaction	As soon as possible
5. Escalation	If unresolved, the customer may escalate to RECC or a dispute resolution service	After 8 weeks or if deadlock is reached

#### 6. Resolution Approach

- We aim to resolve complaints **amicably and informally** where possible.
- If a formal resolution is required, we may offer:
  - Remedial work
  - Compensation (if justified)
  - Apology and assurance of corrective action

## 7. Referral to RECC or ADR

If a complaint remains unresolved after **8 weeks**, or if we issue a **deadlock letter**, customers may: Refer the complaint to **RECC's Alternative Dispute Resolution (ADR)** service, provided by: **The Centre for Effective Dispute Resolution (CEDR)** [www.cedr.com/consumer](http://www.cedr.com/consumer)

This service is free to the consumer and provides a formal but fair means of resolution.

## 8. Recording and Monitoring Complaints

- All complaints are recorded in a complaints log.
- We review complaint trends quarterly to identify root causes and improve our services.
- Data from complaints is used to inform staff training and policy updates.




## 9. Staff Responsibilities

- All staff must be familiar with this policy and trained to respond politely and promptly to any complaint.
- The **Complaints Officer** (or designated manager) is responsible for monitoring all complaints and ensuring RECC compliance.



## 10. Review of Policy

This policy is reviewed **annually**, or:

- Following changes in the RECC Code of Conduct
- After significant complaint trends or service issues

Approved By	Job Title	Signature	Date Approved
M. Z. Hussain	Managing Director		Nov 2024
Z. Iqbal	CTO / H&S officer		Nov 2024
I.lodi	Sales & Marketing / Business Development		Nov 2024

## Revision History

Date	Version	Author	Description	Next Review
Nov 2024	V1.0		Last reviewed	Nov, 2025
May2025	V1.1		Modification	Nov, 2025