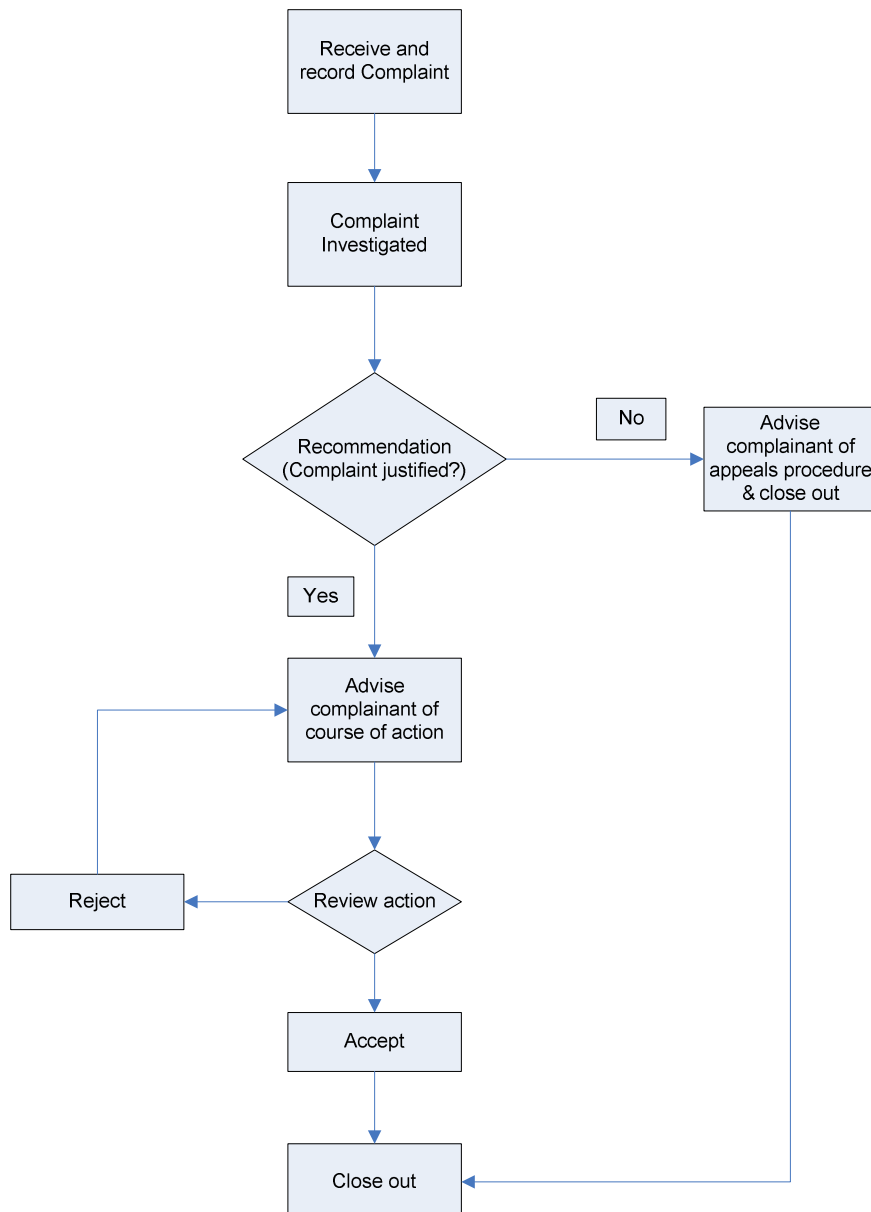


# Complaints and Appeals Procedure

## Complaints

This document details the procedure for complaints regarding a certification decision by Action Renewables.

1. On receipt, all complaints are documented by Action Renewables on a customer complaints form.
2. If the complaint is received by phone the complainant is asked to provide a written copy by letter or email.
3. Each complaint will then be brought to the attention of the Quality Assurance Manager who will allocate a reference number and log it on the complaints register, and will then nominate an appropriate person to perform an investigation and forward details of the complaint to that person.
4. The person who is required to investigate the complaint will be responsible for the completion of the complaint investigation report form. Once the complaint has been investigated the investigation is reported back to the Quality Assurance Manager who will correspond directly with the client (installer).
5. All complaints are held on the Action Renewable complaints register and are reviewed at the Quality Review meeting. The process for handling complaints is outlined below:



## Appeals

6. An Appellant may appeal against any decision of Action Renewables to refuse or revoke certification by writing to the Quality Assurance Manager, clearly setting out the grounds for the appeal. The appeal must be made to Action Renewables within 21 days of the decision on certification.
7. The appeal is reviewed by the Quality Assurance Manager and if the situation can be resolved to the satisfaction of the Appellant and Action Renewables within 14 days of receipt, it does not progress beyond this point.
8. The Quality Assurance Manager informs the Directors of Action Renewables and the Chairman of the Impartiality Committee of an appeal as soon as an appeal is received. Provisional arrangements are then made for an Appeal Panel to meet within two months of receipt of the appeal. If the appeal can be resolved as detailed above the Appeal Panel will not meet.
9. An Appeal Panel is constituted as and when an appeal is received and will consist of three members of the Impartiality Committee who:
  - o Have not been directly involved in the decision under appeal and
  - o Have no direct interest in the decision
10. The Chairman of the Impartiality Committee will agree the composition of the Appeal Panel with Action Renewables. The Scheme Administrator shall provide secretarial services to the Appeal Panel but shall have no voting rights.
11. The Appellant is given not less than 14 days notice of the date set for the appeal, advised of the constitution of the Appeal Panel and invited to be present. The Appellant has the right to state objections to the constitution of the Appeal Panel within 2 working days of receipt of notice. In this case, the objection will be considered by the Chairman of the Impartiality Committee and the membership of the Appeal Panel amended if necessary.
12. An Appeal Panel may uphold or quash the decision of Action Renewables on certification following a review of the circumstances surrounding the appeal. The Appellant will be informed of the Appeal Panel's decision.
13. All correspondence associated with appeals will be sent to the appellant by recorded delivery. The process for handling appeals is outlined below:

