

Complaints Procedure

None of the following are intended to, nor do they affect your statutory rights.

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right. We do everything we can to make sure our customers receive the best products and service possible. However, sometimes we may not get things right the first time.

We would like you to tell us what went wrong so we can put matters right.

Complaints fall into two categories:

1. Non-financial services – firstly you will need to complain to us, how to do this is explained in this document. If we cannot reach a resolution then we offer you an Alternative Dispute Resolution through our code provider, RECC. Please see: <https://www.recc.org.uk/pdf/dispute-resolution-process.pdf>.
2. Financial services products - firstly you will need to complain to us, how to do this is explained in this document. If we cannot reach a resolution, then after receiving our final decision letter, or if eight weeks have passed, you have the right to refer your complaint to Financial Ombudsman Service (FOS).

HOW AND WHERE TO COMPLAIN – NON FINANCIAL SERVICES COMPLAINT

Non-financial services complaint. If you are not satisfied with any aspect of our service or products, which are not of a financial services nature, you can tell us about your complaint in the following ways:

In writing – write to us and address your letter

To:

Customer Complaints Department, Summit Energies Limited,
Registered Office Carrow Hill,
St Brides, Magor, Caldicot, Monmouthshire, NP26-3AU.

By telephone – call us 01291 421671 during our office hours and ask for the Customer Complaints Department.

By email – davidm@summitenergies.co.uk

WHAT TO EXPECT

We aim to resolve your complaint straightaway but if we can't, we will keep you informed on a regular basis. If you need an update, please call us on 01291 421671 and ask to speak to the person handling your complaint.

When we reply to your complaint, if you consider our response doesn't fully address your concern, please let the person handling your complaint know so we can see if there is anything more we can do.

IF WE CANNOT REACH AGREEMENT – NON FINANCIAL SERVICES COMPLAINT

If we cannot reach agreement then we offer you two complaint options.

Firstly:

our MCS scheme provider and accreditation body is Napit, please visit the following web address and email them your complaint. They will follow their process to help you to reach a fair outcome.

<https://www.napit.org.uk/home-owner/complaint.aspx>

View their complaints policy below:

<https://www.napit.org.uk/home-owner/complaints-policy.pdf>

Napit also offer a dispute resolution scheme

Secondly:

Secondly, through RECC, RECC sets out high consumer protection standards for businesses who are selling or leasing renewable energy generation systems to domestic consumers. RECC is approved by Chartered Trading Standards Institute as part of the Consumer Codes Approval Scheme and is also a TrustMark Scheme Operator.

This is an Alternative Dispute Resolution through our code provider, RECC. Please see: <https://www.recc.org.uk/pdf/dispute-resolution-process.pdf>.

HOW AND WHERE TO COMPLAIN – FINANCIAL SERVICES COMPLAINT

Financial services complaint. If you are not satisfied with any aspect of our service or products, which are of a financial services nature, you can tell us about your complaint in the following ways:

In writing – write to us and address your letter

To:

Customer Complaints Department, Summit Energies Limited,
Registered Office Carrow Hill,
St Brides, Magor, Caldicot, Monmouthshire, NP26-3AU.

By telephone – call us 01291 421671 during our office hours and ask for the Customer Complaints Department.

By email – davidm@summitenergies.co.uk

IF WE CANNOT REACH AGREEMENT - FINANCIAL SERVICES COMPLAINT

Our aim is to resolve all complaints. However, if you are not satisfied after receiving our final decision letter please follow the following process:

If we cannot reach a resolution, then after receiving our final decision letter, or if eight weeks have passed, you have the right to refer your

complaint to Financial Ombudsman Service (FOS).

If your complaint refers to a financial service / loan, the Financial Ombudsman Service (FOS). Their contact details are shown below.

Financial Ombudsman Service can be contacted in writing:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel : 0800 023 4567

(free for most people ringing from a fixed line) or
0300 123 9123

(cheaper for those calling using a mobile) or
44 20 7964 0500 (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website

at www.financial-ombudsman.org.uk

Please note: Only complaints relating to the sale of financial services should be referred to FOS.