



## COMPLAINTS PROCEDURE FOR ECO MIRAGE LIMITED

### Our Policy:

- **Awareness:** All our staff are aware of our complaints procedure and know how to handle complaints.
- **Openness:** We encourage feedback, positive or negative. If you have a complaint about our staff, products, or services, please let us know. We accept complaints in English only and we accept complainants acting on behalf of the client with their written approval.
- **Fair and Timely Resolution:** We aim to investigate all complaints fairly, efficiently, and promptly.
- **Confidentiality and Compliance:** Complaints will be handled with sensitivity, confidentiality, and in accordance with the RECC Scheme Rules and Code of Practice, as well as the Data Protection Act.
- **Customer Satisfaction:** We strive to resolve complaints effectively and will seek your feedback on the resolution process.
- **Continuous Improvement:** We view complaints as opportunities for improvement and will analyse trends to prevent future issues.
- **Multiple Channels:** Complaints can be made verbally (by phone or in person), or in writing (email or letter).
- **Complaint Handling:**
  - All complaints will be logged by our office representative taking details of your complaint.
  - A designated staff member will acknowledge your complaint within 3 working days, providing an estimated timeline for resolution.
  - We aim to complete investigations and provide a final response within 2 weeks. If this is not possible, we will provide a progress update with a revised timeline.
  - The final response will detail the investigation, findings, and resolution.
- **Escalation:**
  - If you are dissatisfied with our handling of your complaint, you may contact RECC's Dispute Resolution Team at 0207 981 0850.
  - As a final recourse, you may refer your case to the Ombudsman.
- **Review and Update:** Senior management is responsible for the implementation of this policy and will review and update it regularly. By following this procedure, we aim to provide a fair and efficient process for resolving complaints and maintaining high standards of customer service.



## COMPLAINTS PROCEDURE AND PROCESS:

Eco Mirage Ltd complaints process is broken down into 4 Key stages:

### Stage 1: Informal Resolution

### Stage 2: Formal Complaint

### Stage 3: Consumer Code Administrator

### Stage 4: The Ombudsman

#### Stage 1: Informal Resolution

- Goal: Resolve complaints quickly and informally.
- Action: Contact Eco Mirage Ltd as soon as possible.
  - By phone: Note the person's name and any offered resolution.
  - In person: Note the person and details of the offered resolution.
- **If unsatisfied: Proceed to Stage 2**

#### Stage 2: Formal Complaint

- Action: Submit a written complaint to Eco Mirage Ltd.
  - Options:
    - Email: [Customer.services@ecomirage.co.uk](mailto:Customer.services@ecomirage.co.uk)
    - Mail: Office **5a Dunstall's Farm Gloucestershire GL2 7JE**
  - Include:
    - Description of the complaint
    - Your phone number and email address
- What to expect:
  - Acknowledgment within 3 working days.
  - Potential follow-up call for clarification.
  - Complaint logged and assigned for investigation.
  - Detailed response within 13 working days (unless delayed). If delayed: Progress report with expected final reply date (within 14 working days).
- **If unsatisfied with the resolution (and complaint involves Consumer Code issues): Proceed to Stage 3.**

#### Stage 3: Consumer Code Administrator

- Action: Submit a complaint to the Renewable Energy Consumer Code (RECC) administrator.
  - Options:
    - Online form: <https://www.recc.org.uk/complaint-form>
    - Downloadable form: <https://www.recc.org.uk/pdf/complaints-registration-form.docx> Email completed form to: [customer.services@ecomirage.co.uk](mailto:customer.services@ecomirage.co.uk)
  - Option for alternative arrangements: Contact Dispute Resolution Team (0207 981 0850).

#### Stage 4: The Ombudsman

- Action: If stages 1-3 fail, consider The Ombudsman as a last resort.
  - Investigate your case independently.
  - Reach a binding resolution.
  - Brochure available on request.
- Contact details:
  - Mail: Ombudsman Services Home Improvement, PO Box 1124, Warrington WA4 9GH

- Note: You can contact The Ombudsman at any stage during the process if unhappy with progress.