



## Carbon Trust Accredited Supplier Scheme & Green Business Directory

### Complaints Policy

Version 2

24<sup>th</sup> April 2017

## TERMS AND DEFINITIONS

### *Complaint*

An expression of customer dissatisfaction with a Carbon Trust Accredited Supplier where remedial action is being sought.

### *Complainant*

The individual submitting the Complaint.

### *Complaint Handler*

The individual at Carbon Trust who is assigned to manage the response to a Complaint.

### *Feedback*

Issues of customer satisfaction or dissatisfaction brought to the Carbon Trust's attention, but which do not constitute a Complaint and require no action.

### *Carbon Trust Accredited Supplier Scheme or Green Business Directory*

The Carbon Trust Accredited Supplier scheme is the UK's market-leading scheme for high quality energy efficient equipment and renewable technology suppliers. The Carbon Trust Accredited Supplier scheme provides independent validation and recognition of a supplier's skills and services - a much needed and trusted quality standard in a crowded and fast growing market place.

### *Carbon Trust Accredited Supplier*

Carbon Trust Accredited Suppliers have met or exceeded criteria set by the Carbon Trust designed to examine their capability to deliver thoughtful, well-designed energy efficient and renewable energy systems. Carbon Trust Accredited Suppliers are listed via the Green Business Directory.

## CONTEXT

Carbon Trust Accredited Suppliers have been independently assessed by the Carbon Trust and met or exceeded criteria designed to examine their capability and proven track record of supplying and/or installing good quality energy efficient and renewable energy systems. The accreditation scheme provides confidence to businesses considering investing in energy saving technologies. We welcome customer feedback relating to any of our Accredited Suppliers, and any issues which may influence our decisions over their Accredited Supplier status. Carbon Trust is committed to dealing with Complaints in a fair and impartial manner. This Complaints Policy details our approach to Complaints, how to submit a Complaint and what you can expect of us in handling Complaints.

## SCOPE OF COMPLAINTS

The following are examples of Complaints which can be addressed by the Carbon Trust:

- Issues relating to the Carbon Trust Accredited Supplier status of an existing Accredited Supplier
- Issues relating to a Complainant's experience working with an Accredited Supplier, including:
  - Standard of workmanship carried out on-site
  - Standard of design or advice
  - Equipment performance
- Issues relating to the behaviour of a Carbon Trust Accredited Supplier, including:
  - Sales and marketing materials
  - Communications and support



- Aftersales care and warranty

The following are examples of Complaints which cannot be addressed by the Carbon Trust:

- Issues relating to organisations outside of the Carbon Trust Accredited Supplier Scheme
- Issues which have not first been raised with the relevant Accredited Supplier

Please note: Carbon Trust does not get directly involved in resolving disputes between customers and Accredited Suppliers, our role is to identify issues which directly impact an Accredited Supplier's ability to meet the Accredited Supplier criteria.

The examples provided above are not intended to be exhaustive and all Complaints will be reviewed on a case by case basis.

## COMPLAINTS PROCESS

### 1. Feedback

- Feedback submitted to Carbon Trust regarding an Accredited Supplier via [GBD@carbontrust.com](mailto:GBD@carbontrust.com). As an accrediting body, Carbon Trust wants to hear feedback which may influence our decisions regarding Accredited Supplier status



### 2. Initial review and complaint assignment

- Initial review will ensure that the Complaint is within scope. If so, Carbon Trust will assign a Complaint Handler and confirm receipt of the Complaint with the Complainant within 5 working days
- If deemed out of scope, the Complainant will be advised where possible of potential next steps



### 3. Full review

- Complaint Handler will contact the Complainant and relevant Accredited Supplier to establish the facts. Responses from Accredited Suppliers will be requested in writing, and within a set timeframe.
- Responses will be reviewed, and where deemed unsatisfactory sanctions may be considered.



### 4. Response to Complaint

- Complaint Handler will contact the Complainant to respond to the issues raised and confirm the actions taken.



### 5. Sanctions

- At the end of the complaints process Carbon Trust will evaluate whether the complaint raises issues with performance of the Accredited Supplier, and whether this influences ongoing Accredited Supplier status.
- Potential outcomes can include a formal written warning or removal of Accredited Supplier status if appropriate.

