

Complaints Procedure

Yield Climate Limited, trading as Retrofit Score · Company number 11435108

Suite 10, Padiham Business Centre, 57-65 Burnley Road, Padiham, Burnley, Lancashire, BB12 8BU

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1. Purpose

We provide retrofit assessment, design and coordination services on energy efficiency schemes, most of which are funded by government and delivered in people's homes. Residents did not choose us and often did not ask for the work. When something goes wrong they are entitled to a straightforward way of telling us, and to a prompt answer.

This procedure explains how to complain, what we will do, and how long it will take. It applies to residents, our clients, installers, and anyone else affected by our work.

2. What counts as a complaint

A complaint is any expression of dissatisfaction with our service, our conduct, the standard of work we have coordinated, or a delay. It does not have to use the word complaint, be in writing, or be addressed to a particular person.

We record expressions of dissatisfaction separately from formal complaints. This is deliberate. If we only counted complaints that were formally made, we would measure our paperwork rather than our service, and we would lose the early signals that prevent a problem becoming a complaint at all.

3. How to complain

Any of the following:

- **Email** jonathan@retrofitscore.com
- **Write to us** at the address above
- **Tell any member of our staff or any installer on site.** They are instructed to pass it on the same day, not to resolve it themselves and not to judge whether it is justified
- **Through the organisation that arranged the work** — your council, housing provider, or the scheme managing your area. They will pass it to us

You may ask someone else to complain for you: a relative, a support worker, an advocate, a councillor or an advice service. We will deal with them as we would with you, with your consent.

If you need the information in this procedure in another format, or need help to make a complaint, tell us and we will arrange it.

4. What we will do

Same day. We acknowledge the complaint and tell you who is dealing with it. The Customer Relations Manager owns the process.

Next working day. Where the resolution is within our control, we aim to resolve the complaint by the end of the next working day. Where it is not — because it needs an installer to return, a part to be ordered, or a decision by a funder — we will tell you that day what will happen, who is doing it, and when you will next hear from us.

Within ten working days. A full written response: what we found, what we have done or will do, by when, and what to do if you are not satisfied.

If a complaint cannot be resolved in ten working days we will tell you why and give you a revised date. We will not let a complaint sit without contact.

5. If you are not satisfied

Stage two. Ask for the complaint to be reviewed by the Director, Jonathan Whittaker, at jonathan@retrofitscore.com. He will review it independently of whoever handled it first and respond within ten working days.

Beyond us. You can also take the complaint to:

- **The organisation that funded or arranged the work** — your local authority, housing provider or the scheme managing agent. They have their own complaints process and we will cooperate with it fully
- **TrustMark**, where the work was lodged with TrustMark, at trustmark.org.uk
- **The certification body** that certifies the installer, named on the documentation you were given

- **Your guarantee or warranty provider**, where an insurance backed guarantee was issued for the measures

Going to one of these does not stop us dealing with your complaint, and we will not treat it as a reason to close the matter.

6. Complaints about safety, safeguarding or conduct

Any complaint involving a risk to someone’s safety, a safeguarding concern, discrimination, or the conduct of a person in someone’s home is escalated to the Director immediately on receipt and does not wait for the normal timescales. Where a safeguarding concern arises it is handled under our Safeguarding Policy and referred to the relevant local authority adult or children’s safeguarding team. Where we believe a criminal offence may have been committed we will report it.

Any installer whose conduct is the subject of such a complaint is suspended from allocation pending the outcome.

7. Residents in vulnerable circumstances

Many of the households we work in include people who are elderly, unwell, disabled, or living with mental ill health. We do not require a complaint to be made in a particular way or to be sustained in order to be taken seriously. Where a resident has a support worker, keyworker or advocate we will involve them if the resident wants us to. Where someone finds it difficult to complain, the fact that they have not complained is not evidence that nothing is wrong, and our own inspections exist partly for that reason.

8. Records and learning

Every complaint and every expression of dissatisfaction is logged with the date received, the nature of the concern, who dealt with it, the action taken, the date closed, and whether anything in our process changed as a result.

The log is reviewed by the Director quarterly, and immediately where a pattern appears. The question asked at each review is not how many complaints we received but what we changed because of them. Where a complaint reveals a weakness in our process rather than a one-off error, the process is changed and the change is recorded against the complaint.

Complaint records are retained for six years, consistent with our contractual record-keeping obligations, and are available to our clients and to funders on request.

9. Confidentiality

We deal with complaints confidentially. Information is shared only with those who need it to resolve the matter, with the organisation that funded or arranged the work where they are entitled to it, and with the authorities where we are required to report a concern. We will tell you if we need to share your information and why, unless telling you would put someone at risk.