Website Review — Consumer-Compliance Addendum

Terms · Insurance · Customer feedback · Complaints — MCS & RECC compliance · adds to Rounds 1–3
Date: 17 August 2026

Adds to Rounds 1–3. Reviewed live on **17 August 2026**. Four consumer-facing areas needed to make the site **MCS & RECC compliant** are missing or misdirected. As an MCS-registered installer we are RECC members, so the RECC Consumer Code obligations below apply to what the website must show. **Two of the four (terms and complaints) are hard compliance gaps.**

At a glance

Area	What's on the site now	What RECC/MCS requires	Action for the designer
Terms of service MISSING	The three footer "legal" links (Terms of Use, Privacy & Cookie Policy, Trading Terms) all point to **Yell's own corporate pages** (business.yell.com/legal/…) — not ours. No STS consumer terms, no cancellation notice, no RECC code link.	RECC / Consumer Rights Act 2015: clear written terms; the consumer's **right to cancel without penalty within 14 days**; a cancellation form + written notice of that right.	Publish **our own** Consumer T&Cs and Warranty; footer links to those + the RECC consumer code; add a plain "Your 14-day cancellation rights" statement + downloadable cancellation form. *(We hold T&Cs V02 + Warranty V02.)*
Insurance WEAK / BURIED	One passing FAQ line ("insurance-backed deposit protection and… workmanship guarantees") and a hero tag. No provider named, no detail, no certificate, no page.	RECC: all deposits/advance payments **insured** (deposit ≤25%, deposit+advance ≤60%); written workmanship guarantee, min 2 years, transferable; **insurance-backed guarantee** covering the full term if we cease trading.	Add a "Your money is protected" section/page: name the IBG & deposit-protection provider (**IWA**, membership SZH.09.23), explain deposit protection and the insurance-backed workmanship guarantee, link the IWA logo to verification. *(We supply IWA details + certificate.)*
Customer feedback INCONSISTENT	One Google review on the homepage, but the footer says **"Review us on Yell.com"** and links to a Yell review page (mismatch — and we're	RECC / CAP advertising code: reviews must be genuine and not misleading; comparative claims that name and denigrate a competitor	Switch "Review us on" to **Google** (our real reviews); add a genuine testimonials section/live Google rating; **remove the competitor-naming**

	exiting Yell). No dedicated reviews page or live rating. The shown review also **names and disparages a competitor**.	carry defamation / ad-code risk.	**passage** ("Empower Energy…") from the displayed review.
Complaints MISSING	No complaints procedure or policy anywhere on the site.	RECC (a hard requirement): a **documented complaints process**, publicised; respond to written complaints **within 10 working days**; escalate unresolved disputes to RECC mediation, then the independent Renewable Energy Adjudicator (ADR).	Add a dedicated **Complaints** page (linked in footer): how to complain, our 10-working-day response commitment, and escalation to RECC's dispute-resolution service and adjudicator, with RECC contact details. *(We can draft this wording.)*

The key finding

IMPORTANT

The footer's three "legal" links — Terms of Use, Privacy & Cookie Policy and Trading Terms — do **not** lead to our documents. They point to **Yell's own corporate legal pages** (business.yell.com/legal/terms-of-use, /websites-privacy-cookie-policy, /legal/trading-terms). So a customer clicking "our" terms is reading **Yell's** terms. We currently publish none of our own consumer terms, cancellation rights, guarantee/insurance detail or complaints procedure.

What we'll provide

- Our own **Consumer Terms & Conditions** and **Warranty** (V02) as linkable PDFs, plus the **RECC consumer code** PDF.
- A short **14-day cancellation-rights statement** and a **cancellation form** (we can draft).
- **IWA** deposit-protection / insurance-backed-guarantee detail + certificate + logo.
- **Complaints-procedure** wording, including the 10-working-day commitment and RECC/adjudicator escalation (we can draft).
- Confirmation to switch review labelling/links to **Google**, and the amended review text with the competitor comparison removed.

Sources: RECC Consumer Code (recc.org.uk/scheme/consumer-code); RECC deposit & workmanship-warranty protection guidance; live review of www.solartechsolutions.co.uk, 17 Aug 2026.

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