



Complaints Procedure

How to raise a complaint · RECC / MCS / TrustMark

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We aim to give every customer a high standard of service and products. If something falls short, we want to put it right — quickly and fairly. This procedure explains how to raise a complaint and what will happen next. It reflects our obligations under the **Renewable Energy Consumer Code (RECC)**, **MCS** and **TrustMark**, and does not affect your legal rights under the Consumer Rights Act 2015.

Stage 1 — Tell us

Please contact us as soon as you can, ideally in writing so we have the detail:

- **Email:** info@solartechsolutions.co.uk
- **Post:** Solar Tech Solutions Ltd, 2 Shelly Manor Apartments, Shelly Park, Bournemouth BH5 1FG
- **Phone:** 0800 494 7274

To help us resolve things quickly, please include: your name and address; your contract or installation reference (or the date); a description of the problem and any photos; and how you'd like it put right.

What happens next — our timescales

- We will **acknowledge your complaint within 3 working days** of receiving it.
- We will investigate and aim to give you a **full written response and resolution within 10 working days**.
- If we need longer — for example a site visit or replacement parts — we will tell you why and keep you updated, and we will send our **final written response within 8 weeks** at the latest.

Stage 2 — Independent dispute resolution

If we cannot resolve your complaint to your satisfaction, or eight weeks have passed, you can refer it — free of charge to you — to the independent alternative dispute resolution (ADR) service approved under the Renewable Energy Consumer Code:

- **Green Homes Dispute Resolution (GHDR)** — RECC's approved ADR provider · www.ghdr.org.uk · 0204 616 0015 · hello@ghdr.org.uk

You can also contact the **Renewable Energy Consumer Code (RECC)** directly — info@recc.org.uk · 0207 981 0850 · York House, 23 Kingsway, London WC2B 6UJ — and, as we are

also **TrustMark**-registered, TrustMark's dispute-resolution framework is available (www.trustmark.org.uk).

This procedure does not affect your statutory rights, including your right to cancel within 14 days of signing the contract. Nothing here limits your ability to seek independent legal advice.

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