



COMPLAINT REGISTRATION FORM

Please complete this form to register a complaint with the Microgeneration Certification Scheme (MCS). Before submitting a complaint, please ensure you have read the Important Information to ensure this is a matter which can be addressed by MCS. The form can be submitted:

- By email : mcs@gemserv.com
- By post : MCS Complaints, 10 Fenchurch Street, London, EC3M 3BE.

A. Your contact information

Details of Complainant:

Surname :		First name:	
Address:			
Telephone:		Email:	

If the complainant is not the customer please provide the additional information requested below.

	Yes	No
I am making this complaint for and on behalf of the customer and I have the customer's authorisation	<input type="checkbox"/>	<input type="checkbox"/>

Details of Customer (if different from above):

Surname :		First name:	
Address:			
Telephone:		Email:	

B. Type of complaint

Does your complaint relate to an MCS installer or product? **If yes - Proceed to Section C**

Does your complaint relate to another aspect of the MCS scheme? **If yes - Proceed to Section E**

C. The MCS certified company / product about which you are complaining

MCS Certified Company:		MCS certification number: (If known)	
Address:			

If your complaint relates to an MCS certified product then please provide the MCS manufacturer details and product certification number.

D. Additional information

	Yes	No
Have you raised this complaint in writing with the MCS company / manufacturer?	<input type="checkbox"/>	<input type="checkbox"/>

Has the company sent its final response?	<input type="checkbox"/>	<input type="checkbox"/>
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Has any remedial work been undertaken? (If yes, please detail in Section E)	<input type="checkbox"/>	<input type="checkbox"/>
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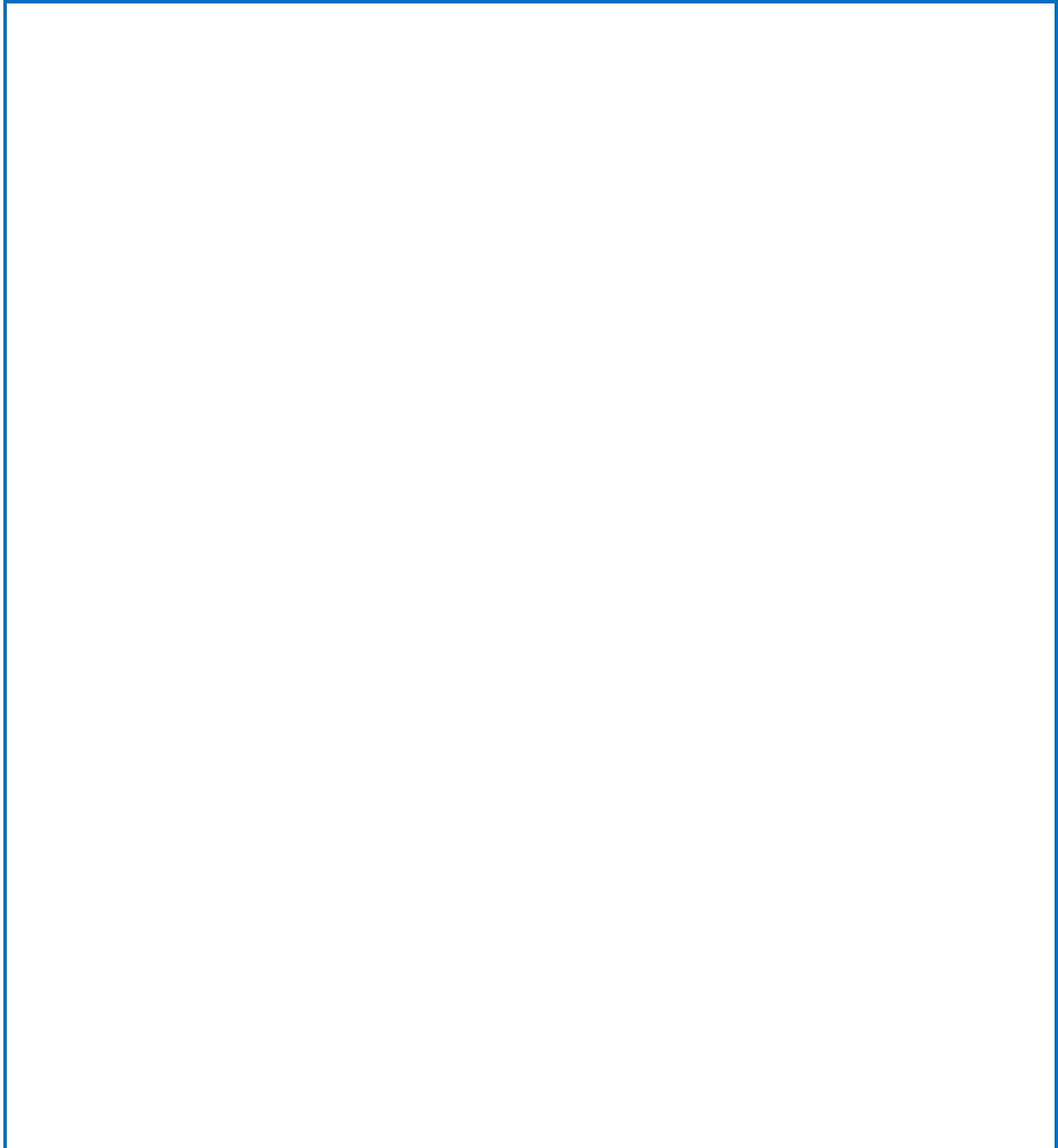
When was the installation commissioned? (DD/MM/YY)

Has an MCS certificate been provided?	<input type="checkbox"/>	<input type="checkbox"/>
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Have you registered this complaint with anyone else? Please provide details below.

E. Details of your complaint

Please use this section to tell us about your complaint. If possible please include or attach any relevant information such as photographs and any relevant correspondence. Please continue on another page if needed.



F. Your declaration

I declare that :

- I have read the Important Information below and the MCS complaint guidelines and wish to register a complaint
- I am happy for the details of this complaint to be shared between the MCS Licensee, the relevant MCS certification body, and REAL.
- To the best of my knowledge the details provided on this form are correct.

Print name :

Signature:

Date :

Important information

- The MCS Complaint Guidelines provide an outline of how MCS handles complaints. You should read the guidelines before submitting a complaint.
- Any complaint must be made by the customer or someone authorised to act on their behalf and at their request.
- If the issue you are complaining about has already been resolved then it will be treated as feedback rather than a complaint.
- If complaining about an MCS certified company the complainant must :
 - be able to demonstrate that they have attempted to resolve the issues identified with the certified company;
 - not undertake remedial work through a independent third party unless this third party was appointed by the certified company or MCS complaint handler; and
 - be willing for the certified company to be present at any inspections, carry out remedial work and have access to the property unless the complainant can justify to MCS why this cannot happen.
- The complainant must ensure the complaint is clearly defined and where possible clearly broken down into its constituent items. If possible any evidence and / or photographs should be provided with the complaint.
- Your complaint must be registered with MCS no more than two years after the date the incident took place or in the case of MCS certified installations no more than two years after the date that the system was commissioned.
- In general where legal proceedings have started against a Certified Company the complaint handler has the right to suspend or end any investigation of your complaint.