

Issue	Where to direct complaint	Contact details
Complaints about a RECC member that relate to the Renewable Energy Consumer Code	RECC	Website: <a href="http://www.recc.org.uk/contact">http://www.recc.org.uk/contact</a>
Complaints about a HIES member that relate to the Home Insulation & Energy Systems Contractors Scheme	HIES	Website: <a href="https://www.hiesscheme.org.uk/">https://www.hiesscheme.org.uk/</a>
Complaints about a Glass and Glazing Federation member that relate to the Home Insulation & Energy Systems Contractors Scheme	GGF	Website: <a href="http://www.ggf.org.uk/">http://www.ggf.org.uk/</a>
Complaints about the way a FIT application was processed	FIT Licensee  If unresolved escalate to the Energy Ombudsman.	<p><b>Energy Ombudsman</b></p> <p>Phone: 0330 440 1624</p> <p>Phone lines are open Monday to Friday 8am until 8pm and Saturday 9am until 1pm.</p> <p>Website: <a href="http://www.ombudsman-services.org/contact-us-energy.html">http://www.ombudsman-services.org/contact-us-energy.html</a></p>

<p><b>Complaints about an EPC (e.g. incorrect rating given)</b></p>	<p>Make a formal complaint to the Energy Assessor</p> <p>If unresolved, approach the relevant accreditation scheme by contacting the EPC public enquiry helpdesk (Landmark)</p>	<p>EPC public enquiry helpdesk (Landmark): <a href="https://www.epcregister.com/helpDesk.html">https://www.epcregister.com/helpDesk.html</a></p>
<p><b>Complaints about companies which are not members of a Tradings Standards Institute approved Consumer Code, or not MCS certified</b></p>	<p>Local Citizens' Advice Bureau</p>	<p>Local Citizens' Advice Bureau - <a href="http://www.citizensadvice.org.uk/">http://www.citizensadvice.org.uk/</a></p> <p>Or call the Citizens Advice consumer helpline – 03454 040506</p> <p>Contact details page: <a href="https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/">https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/</a> (note that you will need to select the correct country)</p> <p>Citizens' Advice may forward the matter to the relevant Trading Standards office.</p>
<p><b>Complaints about Government policy (e.g. FIT legislation)</b></p>	<p>BEIS</p>	<p>Email: <a href="mailto:enquiries@beis.gov.uk">enquiries@beis.gov.uk</a></p> <p>General Enquiries: 020 7215 5000</p>
<p><b>Complaints about domestic RHI applications (when the domestic RHI launches)</b></p>	<p>OFGEM</p>	<p>Domestic RHI:</p> <p><a href="https://www.ofgem.gov.uk/environmental-programmes/domestic-rhi">https://www.ofgem.gov.uk/environmental-programmes/domestic-rhi</a></p> <p>Telephone: 0300 003 0744 (Monday to Thursday 9.00am-5.00pm, Friday 9.00am - 4.30pm)</p> <p><a href="mailto:domesticrhi@ofgem.gov.uk">domesticrhi@ofgem.gov.uk</a></p>

		<p>Non-domestic RHI:</p> <p><a href="https://www.ofgem.gov.uk/environmental-programmes/non-domestic-rhi">https://www.ofgem.gov.uk/environmental-programmes/non-domestic-rhi</a></p> <p>Telephone: 0300 003 2289 (RHI enquiry line open Monday to Thursday 9am-5pm and to 9am to 4.30pm on Fridays)</p> <p>Email: <a href="mailto:rhi.enquiry@ofgem.gov.uk">rhi.enquiry@ofgem.gov.uk</a></p>
<b>Complaints that relate to the Green Deal</b>	<p><a href="http://gdorb.decc.gov.uk/contact-us">http://gdorb.decc.gov.uk/contact-us</a></p> <p><a href="mailto:GreenDealORBHelpdesk@gemserv.com">GreenDealORBHelpdesk@gemserv.com</a></p>	
<b>Complaints about the way an insurance company has dealt with a claim (on a deposit insurance policy or workmanship warranty insurance policy)</b>	<p>Make a formal complaint to the insurance company.</p> <p>If unresolved escalate to the Financial Ombudsman.</p>	<p><a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a></p> <p><a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a></p> <p>The Financial Ombudsman Service Exchange Tower London E14 9SR Consumer Helpline 0800 023 4 567</p> <p>Monday to Friday – 8am to 8pm Saturday – 9am to 1pm</p>
<b>Complaints about a loan agreement</b>	<p>Make a formal complaint to the loan company.</p> <p><i>A TSI approved Consumer Code could also look into this if the complaint is</i></p>	<p><a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a></p> <p><a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a></p> <p>The Financial Ombudsman Service Exchange Tower London E14 9SR Consumer Helpline 0800 023 4 567</p>

	<p><i>about whether the loan was 'mis-sold' to the consumer. For example, if the installer claimed that the loan repayments would be covered by the FIT payments.</i></p> <p>If unresolved escalate to the Financial Ombudsman.</p>	<p>Monday to Friday – 8am to 8pm Saturday – 9am to 1pm</p>
<b>Complaint about a liquidator/administrator when a company has gone into administration</b>	<p>Make a complaint to the Insolvency Service</p>	<p><a href="http://www.bis.gov.uk/insolvency/insolvency-profession/professional%20conduct/how-complain-against-an-ip">http://www.bis.gov.uk/insolvency/insolvency-profession/professional%20conduct/how-complain-against-an-ip</a></p>
<b>Complaint about criminal activity / threatening behaviour</b>	<p>Contact your local borough's UK police force – details can be found online at the Police website.</p>	<p><a href="http://www.police.uk">www.police.uk</a></p> <p>Non-emergency call 101</p>
<b>Complaint about fraudulent activities or scams</b>	<p>Action Fraud</p> <p>Provides advice to consumers who may have been scammed or defrauded and also enables reporting of</p>	<p><a href="http://www.actionfraud.police.uk">www.actionfraud.police.uk</a></p> <p>0300 123 2040</p> <p>Monday to Friday between 8am to 8pm</p>

	fraudulent activities, scams or viruses by online submission or phone.	You can report fraud or cyber crime to Action Fraud any time of the day or night using their online fraud reporting tool.
<b>Complaint regarding the way that your complaint has been handled by the MCS Certification Body</b>	United Kingdom Accreditation Service	<p>1) You should raise your complaint with the Certification Body involved.</p> <p>2) If you are unhappy with the way in which your complaint has been handled by the MCS Certification Body then you can submit a complaint to the United Kingdom Accreditation Service (UKAS). See:</p> <p><a href="https://www.ukas.com/customer-area/how-to-make-a-complaint/">https://www.ukas.com/customer-area/how-to-make-a-complaint/</a></p> <p>Please note that UKAS is not able to investigate your original complaint.</p>

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## Further information

Organisation	Summary	Role	Contact Details
<b>Companies House</b>	Hosts a publically available database of The Registrar of Companies in England, Wales, Scotland and Northern Ireland.	<p>All limited companies are registered at Companies House.</p> <p>Information published on the website includes:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Registered office address</li> <li>• Company number</li> <li>• Status</li> <li>• Date of incorporation</li> <li>• Country of origin</li> <li>• Company type</li> <li>• Nature of business</li> <li>• Accounts information</li> <li>• Previous names</li> </ul>	<p><a href="http://www.companieshouse.gov.uk">www.companieshouse.gov.uk</a></p> <p>London office and information centre: 4 Abbey Orchard Street Westminster London SW1P 2HT 0303 1234 500 (national call rate) Opening hours between 9am to 5pm (Monday to Friday) <a href="mailto:enquiries@companies-house.gov.uk">enquiries@companies-house.gov.uk</a></p>
<b>Companies Investigation Branch (CIB)</b>	A regulatory arm that is able to investigate civil investigations on both insolvent and actively trading companies (limited companies and Limited Liability Partnerships only) under the Companies Acts.	<p>To determine if complaints made to the Department for Business, Energy &amp; Industrial Strategy are within the public interest to investigate.</p> <p>Investigations are based on fact and not criminal investigations, they do not tend to focus on specific breaches of the law. Information gathered may also be passed on to more relevant branches and organisations to investigate if necessary.</p>	<p><a href="http://webarchive.nationalarchives.gov.uk/+http://www.insolvency.gov.uk/index.htm">http://webarchive.nationalarchives.gov.uk/+http://www.insolvency.gov.uk/index.htm</a></p> <p><a href="https://www.gov.uk/government/organisations/department-for-business-energy-and-industrial-strategy">https://www.gov.uk/government/organisations/department-for-business-energy-and-industrial-strategy</a></p> <p>Enquiry form: <a href="https://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx">https://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/GeneralEnquiry.aspx</a> 0300 678 0015</p>
<b>Trading Standards Institute (TSI)</b>	A local authority regulatory service which acts as a membership and	To ensure that products are of satisfactory quality, fit for purpose and as described by the trader.	<a href="https://www.tradingstandards.uk/consumers/support-advice">https://www.tradingstandards.uk/consumers/support-advice</a>

	training organisation for consumer affairs.	Please note that while TSI is able to investigate companies, they do not offer consumer advice and all consumers should contact the Citizens' Advice Bureau for customer enquiries.	<a href="tel:03454040506">03454 04 05 06</a>
<b>Citizens Advice Bureau (CAB)</b>	Provides consumer advice on complaints against companies, among other services. Provides a consumer route to reporting a complaint to the Trading Standards Institute.	Are able to provide advice on a range of topics including: <ul style="list-style-type: none"> <li>• Different ways of buying</li> <li>• Building and home improvements</li> <li>• Problems with products</li> <li>• Problems with service providers</li> <li>• Protection for the consumer</li> <li>• Consumer rights</li> <li>• Consumer contracts</li> </ul>	<a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a> Citizens Advice consumer helpline 08454 04 05 06.
<b>Financial Ombudsman Service</b>	An independent public body that helps to settle disputes between consumers and businesses providing financial services.	Deal with unresolved complaints regarding banks, insurers and finance firms. These may include issues with mortgages, credit cards or store cards, loans and credit agreements. Businesses that the service covers must be regulated by the Financial Conduct Authority, Office of Fair Trading and some businesses based outside of the UK or that are "branded" under other companies names.	<a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a> <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a> The Financial Ombudsman Service Exchange Tower London E14 9SR Consumer Helpline 0800 023 4 567 Monday to Friday – 8am to 8pm Saturday – 9am to 1pm

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**Version Control**

This version control was added for version 1.0. However, there have been previous versions prior to this.

<b>Document Number</b>	<b>Amendment details</b>	<b>Date</b>
1.0	Copied from version 0.6 Changes: Updated various web links and contact details; minor changes to text	26/04/2018