



Renewable Solutions.

# Complaints Policy



## Complaints Procedure For A Greener Alternative Ltd

All our staff are aware of our complaints procedure and know what to do if a complaint is received. If you have a complaint regarding a member of staff or the products and services we have provided, we want to know about it and will endeavor to resolve as quickly as possible.

We aim to investigate all complaints fairly, efficiently and in a reasonable timeframe. All complaints will be handled in a consistent manner.

Complaints will be treated sensitively, confidentially and in accordance with the RECC, which is the Consumer Code we adhere to.

We aim to resolve complaints effectively and will ask whether you are satisfied with the resolution and if your complaint was handled fairly and appropriately.

We view complaints as positive feedback and, where appropriate, will act constructively to avoid a recurrence. Complaints are reviewed regularly to identify trends, which we may need to investigate further.

Complaints can be made verbally (by telephone or in person) and by email or letter. All contact details can be found in the footer of this document.

When we receive a complaint the complaint handler, Simon Beach, will record it in the complaints log. Your complaint will be delegated to a suitable member of staff for investigation. They will acknowledge in writing within 3 working days of receipt, confirming who they are and when you can expect a further response.

We endeavor to complete investigations and reach a satisfactory resolution within two weeks of receipt. In the unlikely event that the investigation takes longer, we will send you a progress report with an anticipated date for a final response, not more than 2 weeks later.

The final response will contain details of actions taken during the investigation, the findings and resolution. If at any time you are not satisfied with how we are handling your complaint, you may refer your case to the RECC, to request mediation, by telephoning 0207 981 0850 or alternatively, via the RECC website <https://www.recc.org.uk/consumers/how-to-complain>

If all avenues have been exhausted and you remain unhappy, you can refer your case to The Ombudsman, who is entirely independent.

The implementation of this policy and overall responsibility lies with senior management, who will review on a regular basis and update if necessary.

Adopted on: 5th August 2022

Last reviewed: 1st January 2026

## How To Make A Complaint

### Stage 1.

We aim to resolve complaints as quickly as possible and believe that, in most cases, complaints can be resolved informally. As such please contact us as soon as possible if you have a grievance. If you contact us by telephone or in person, make a note of the person you have spoken to. Make a note of any resolution offered immediately and whether you are satisfied with the outcome. If you are not happy with the resolution offered, you may take the complaint to the formal stage.

### Stage 2.

Record your complaint in writing and send to A Greener Alternative Ltd, Hangar 4, Shoreham Airport, Shoreham-by-Sea, West Sussex, BN43 5FF or via email at [info@agreeneralternative.co.uk](mailto:info@agreeneralternative.co.uk).

You will receive an acknowledgement within 3 working days of receipt of your written complaint. Please include your telephone number and email address. We may contact you by telephone to ensure that we have understood your complaint properly. Your complaint will be recorded in our complaints' log and assigned for investigation. You will receive a detailed response within 14 working days of receipt of your complaint, unless the investigation takes longer, which may involve a site visit. In which case you will receive a progress report and an expected date for when you will receive a final reply. This will be no longer than 14 working days later.

### Stage 3.

If a dispute arises between you and us that cannot be resolved amicably, either party may refer the matter to the RECC complaints procedure. If you choose to do so, we are required to follow this procedure. Full details of the process can be found in the RECC Dispute Resolution Process: <https://www.recc.org.uk/pdf/dispute-resolution-process.pdf> and at <https://www.recc.org.uk/consumers/how-to-complain>

#### Stage 1: Mediation or Conciliation

Your complaint will initially be assigned to a RECC caseworker, who will act as a mediator to help both parties reach a resolution. Alternatively, the complaint may be referred to independent conciliation. Both mediation and conciliation aim to achieve a fair, non-legal resolution within a reasonable timeframe.

#### Stage 2: Arbitration

If the outcome of mediation or conciliation is not acceptable, you may refer the dispute to an independent arbitration service. If you choose this option, we are required to participate. A fee equivalent to the County Court small claims fee will apply. This fee is payable directly to the arbitration provider and will be refunded if the arbitrator rules in your favor.

#### Outcome of Arbitration

The arbitrator's decision is legally binding and enforceable on both parties. The decision is final and can only be challenged on limited grounds under the Arbitration Act 1996.

### A Greener Alternative Contact Information:

Address: A Greener Alternative Ltd, Hangar 4, Shoreham Airport, Shoreham-by-Sea, West Sussex, BN43 5FF.  
Telephone: 01273 455 695.  
Email: [info@agreeneralternative.co.uk](mailto:info@agreeneralternative.co.uk).