

**APPROVAL**

The signatures below certify that this policy has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Louise Johnson	Redacted	Chief Administrative Officer	24/01/2025
Reviewed by	Lauretta Wright	Redacted	Chief Operating Officer	24/01/2025
Approved by	Adrian Wright	Redacted	Chief Executive Officer	24/01/2025

**AMENDMENT RECORD**

This procedure is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
4	4.1.2: Email correspondence address updated	2.0	09/11/2023
4	4.2: Additional Clause added relating to the requirement to notify any damage to HESL within 48 hours of all works completing.	2.0	09/11/2023
4	4.3.7: Additional evidence required to support a Complaint.	2.0	09/11/2023
7	7: Email correspondence address updated	2.0	09/11/2023
N/A	Annual review - compliant	2.10	12/01/2024
7	Annual review: Contact number updated	2.20	24/01/2025

**COMPANY PROPRIETARY INFORMATION**

The electronic version of this procedure is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

Document Ref. BS.COMP.POL.03 Rev 2.20

Uncontrolled Copy  Controlled Copy  Date 24/01/2025

Happy Energy Solutions Ltd.  
Complaints Policy  
25<sup>th</sup> January 2025

1. **Definitions**

1.1 In this Complaints Policy the following expressions have the following meanings:

<b>“Appeal”</b>	means your request to escalate a Complaint from Level Two to Level Three if you are not satisfied with the outcome at Level Two;
<b>“Appeal Handler”</b>	means an employee of Happy Energy Solutions Ltd working at Management level who will handle Level Three Complaints;
<b>“Business Day”</b>	means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in England;
<b>“Complaint”</b>	means a complaint about goods and or services sold by Happy Energy Solutions Ltd., about our customer service, or about our employees or subcontractors;
<b>“Complaints Policy”</b>	means this document;
<b>“Complaints Procedure”</b>	means the internal complaints handling procedure of Happy Energy Solutions Ltd. which is followed when handling a Complaint and is available from our website for your reference;
<b>“Complaint Reference”</b>	means a unique code assigned to your Complaint that will be used to track your Complaint;
<b>“External Resolution”</b>	means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome at Level Three;
<b>“Level One”</b>	means the first stage in our complaints handling procedure under which your Complaint will be handled by a Level One Complaint Handler;
<b>“Level One Complaint Handler”</b>	means an employee of Happy Energy Solutions Ltd. working who will handle Level One Complaints;
<b>“Level Two”</b>	means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint. Your Complaint will be handled by Level Two Complaint Handler;
<b>“Level Two Complaint Handler”</b>	means an employee of Happy Energy Solutions Ltd. who will handle Level Two Complaints;

**“Level Three”** means the third and final stage in our complaints handling procedure under which you may appeal the outcome of a Level Two Complaint. Your Complaint will be handled by an Appeal Handler.

## 2. Purpose of this Complaints Policy

- 2.1 Happy Energy Solutions Ltd. welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our goods and or services, our customer service, or about our employees or subcontractors, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.
- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
  - 2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about Happy Energy Solutions Ltd., our goods and or services, our customer service, or about our employees or subcontractors;
  - 2.2.2 To ensure that everyone working for or with Happy Energy Solutions Ltd. knows how to handle Complaints made by our customers;
  - 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
  - 2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

## 3. What this Complaints Policy Covers

- 3.1 This Complaints Policy applies to the sale of goods and the provision of services by Happy Energy Solutions Ltd., to our customer service and to our employees and subcontractors.
- 3.2 For the purposes of this Complaints Policy, any reference to Happy Energy Solutions Ltd. also includes our employees and subcontractors.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
  - 3.3.1 The quality of customer service you have received from Happy Energy Solutions Ltd;
  - 3.3.2 The behaviour and/or professional competence of our employees or subcontractors;
  - 3.3.3 Delays, defects or other problems associated with the sale of goods by Happy Energy Solutions Ltd;
  - 3.3.4 Delays, defects, poor workmanship or other problems associated with the provision of services by Happy Energy Solutions Ltd.
- 3.4 The following are not considered to be Complaints and should therefore be directed to the appropriate department:
  - 3.4.1 General questions about our goods and or services;
  - 3.4.2 Matters concerning contractual or other legal disputes;

- 3.4.3 Formal requests for the disclosure of information, for example, under the Data Protection Act.

#### 4. Making a Complaint

- 4.1 All Complaints, whether they concern our goods and or services, our customer service, or our employees or subcontractors, should be made in one of the following ways:
  - 4.1.1 In writing, addressed to The Complaints Department, Unit 1 New Road, Perranporth, Cornwall, TR6 0DL;
  - 4.1.2 By email, to [aftercare@happyenergy.co.uk](mailto:aftercare@happyenergy.co.uk);
  - 4.1.3 By contacting us by telephone on 01872 574901
- 4.2 Complaints raised in relation to damage during installation works must be notified to Happy Energy Solutions Ltd within 48 hours of all works being completed.
- 4.3 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
  - 4.3.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);
  - 4.3.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
  - 4.3.3 If you are making a Complaint about a particular transaction, the invoice number your complaint relates to;
  - 4.3.4 If you making a Complaint about a particular employee or subcontractor of ours, the name and, where appropriate, position of that employee or subcontractor;
  - 4.3.5 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
  - 4.3.6 Details of any documents or other evidence you wish to rely on in support of your Complaint;
  - 4.3.7 If your Complaint relates to damage, you must provide photographic and or video evidence clearly identifying the damage;
  - 4.3.8 Details of what you would like Happy Energy Solutions Ltd. to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

#### 5. How We Handle Your Complaint

- 5.1 Happy Energy Solutions Ltd. operates a three-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two or Level Three. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are not satisfied at the end of Level Two your Complaint may be escalated to Level Three at which point it will be handled by a Senior Manager. If you are still not satisfied at the end of Level Three, Complaints may progress to External Resolution as detailed below.
- 5.2 Level One:

- 5.2.1 Upon receipt of your Complaint, we will endeavour to acknowledge your complaint immediately. Your complaint will be logged in our CRM System.
  - 5.2.2 When we acknowledge receipt of your Complaint we will also provide details of your Level One Complaint Handler. This may be the individual to whom your original Complaint was directed, or your Complaint may be referred to another appropriate member of our team.
  - 5.2.3 If your Complaint relates to a specific employee or subcontractor, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Level One Complaint Handler and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the Complaint while we are working to resolve it.
  - 5.2.4 If we require any further information or evidence from you, the Level One Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
  - 5.2.5 We aim to respond with a proposal to resolve your complaint within 5 days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
  - 5.2.6 At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two.
- 5.3 Level Two:
- 5.3.1 If you are not satisfied with the resolution of your complaint at Level One, you may request that the Complaint be escalated to Level Two within five business days, where your Complaint will be handled by a Senior Operational Executive.
  - 5.3.2 Escalation requests, quoting your original Complaint Reference, should be directed to your Level One Complaint Handler who will forward the request to an appropriate Level Two Complaint Handler. On receipt of escalation requests, we will endeavour we will endeavour to acknowledge your escalation immediately. When we acknowledge receipt of your escalation request we will also provide details of your Level Two Complaint Handler.
  - 5.3.3 If your Complaint relates to a specific employee or subcontractor, that person will be informed of your Level Two Complaint and given a further opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Level Two Complaint Handler and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the Complaint while we are working to resolve it.

- 5.3.4 If we require any further information or evidence from you, the Level Two Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.3.5 We aim to respond with a proposal to resolve your complaint within 5 days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.3.6 At the conclusion of the Level Two complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Three.
- 5.4 Level Three:
- 5.4.1 If you are not satisfied with the resolution of your complaint at Level Two, you may appeal the decision within five business days, and have the Complaint escalated to Level Three where it will be handled by our Senior Management Team.
- 5.4.2 Appeals, quoting your original Complaint Reference, should be directed to your Level Two Complaint Handler who will forward the request to an appropriate Appeal Handler. On receipt of your Appeal we will endeavour to acknowledge your appeal immediately. When we acknowledge receipt of your Appeal we will also provide details of your Appeal Handler.
- 5.4.3 If your Complaint relates to a specific employee or subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the Complaint while we are working to resolve it.
- 5.4.4 If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.4.5 We aim to respond with a proposal to resolve your Level Three Complaint within 5 days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.4.6 At the conclusion of the Level Three procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result.

Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint.

5.4.7 If you are not satisfied with the outcome of your Complaint at Level Three, as our customer, you have the right to seek External Resolution of your Complaint from TrustMark (Government Endorsed Quality and robust consumer protection).

5.5 External Resolution:

5.5.1 If you are not satisfied with the resolution of your Complaint at Level Three you may seek External Resolution of your Complaint from TrustMark. For details on how to escalate your complaint with TrustMark, please discuss this with the Level 3 Complaint Handler.

## 6. Confidentiality and Data Protection

6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees or subcontractors of Happy Energy Solutions Ltd. who need to know in order to handle your Complaint.

6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting your Complaints Handler.

6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Privacy Notice.

## 7. Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact The Complaints Department by post at Unit 1 New Road, Perranporth, Cornwall, TR6 0DL, by telephone on 0800 024 8000, or by email at [aftercare@happyenergy.co.uk](mailto:aftercare@happyenergy.co.uk).

### This Policy has been approved and authorised by:

**Name:** Adrian Wright  
**Position:** Chief Executive Officer  
**Date:** 24<sup>th</sup> January 2025  
**Review due by:** 23<sup>rd</sup> January 2026  
**Signature:** Redacted