



**MCS COMPLAINTS**



Complaint Guidelines



# DEFINITION OF TERMS

- Executive Board:** The Board of Directors (also referred to as “the Board”) as registered with Companies House and with the legal responsibility for running the company in accordance with UK company law, answerable to the MCS Charitable Trust as shareholder.
- Company:** The MCS Service Company Ltd being the registered limited company operating MCS.
- Certification Body:** A Body that has been accredited by UKAS (or an equivalent body) under EN45011 to undertake certification assessments under the MCS and is licensed by the Company to so do.
- Consumer Code** An industry-led scheme which gives protection and rights to the consumers of small-scale renewable technologies. They ensure that consumers are treated fairly and are fully informed about their purchase before and after they sign the contract.
- Complaint** An expression of customer dissatisfaction with an installation, product or organisation and where specific redress is being sought.
- Complainant** The person submitting the complaint and with whom the MCS will be directly communicating.
- Complaint Handler** The organisation assigned to handle the complaint.
- C & E Manager** Once your complaint has been escalated to MCS for investigation, typically following the investigations undertaken by the installers Certification Body and/or Consumer Code, the Compliance & Enforcement Manager will be coordinating the MCS investigation.
- MCS Complaint Form** Standard MCS form which is used to formally notify MCS of a complaint(s) raised against their company. This ensures that an official record of any complaint is held on record.
- Manufacturer:** A manufacturer of technologies relevant to the Standards being developed.
- Installer:** An individual or company certificated as an MCS qualified installer

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# 1. INTRODUCTION & SCOPE

The Microgeneration Certification Scheme (MCS) is a certification scheme for microgeneration Installers and products. The scheme works to ensure consistently high standards and provide confidence to consumers who are considering investing in microgeneration technologies.

However, it is recognised that, at times, things can go wrong and, as such, MCS is committed to dealing with complaints in a fair and impartial manner.

This document outlines our commitment to dealing with complaints, including how to submit a complaint, and what you can expect from the complaints process.

MCS Installers working with domestic customers must also be a member of an approved Consumer Code. The MCS Scheme works closely with the Consumer Codes and the Certification Bodies to address complaints from domestic consumers. In many cases, complaints may need to be handled by several parties to ensure a complaint can be fully investigated. However, for any complaint, the Installer should be contacted in the first instance and given the opportunity to put things right.

## 2. DEFINING A COMPLAINT

A complaint is defined as an expression of dissatisfaction relating to the MCS Scheme, including MCS certified products and installation services, submitted to the Scheme using the MCS complaint registration form and where a response or specific outcome is expected and explicitly described on the complaint form.

We will work with the Scheme Member to address the complaint(s).

The Scheme's ultimate sanction is to remove an Installer's scheme membership and block their access to the MCS Installer Database.

We cannot arrange for removal of a system or assist directly with refunds. We are also unable to assist where a third-party has undertaken work on an installation.

### 2.1 COMPLAINTS IN-SCOPE

All complaints are reviewed on a case by case basis.

The following list is provided to exemplify in-scope complaints:

- Issues relating to an installation commissioned by an MCS Installer:
  - Failings against a Scheme Standard.

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- Product installed is not what was sold.
- Dissatisfaction with the standard of workmanship and/or safety of the installation.
- Issues relating to the design, sizing and/or the quality of the installation.
- Issues relating to system performance and/or the performance calculations.
- Missing or incorrect MCS installation certificate.
- Handover pack incomplete.
- Issues relating to an MCS certified product:
  - Where the requirements of the relevant Standard have not been met.
  - Product performance issues or faults.
- MCS communications and marketing, including use of the MCS mark, website and installation database.
- Issues relating to the MCS scheme including:
  - Those relating to content of the installation or product standards.
  - Where a stakeholder is unhappy with the administration or communication of the Scheme.
  - Anything else related to the MCS Scheme, its administration or documentation which could bring the Scheme into disrepute.

## 2.2 COMPLAINTS OUT OF SCOPE

- Those relating to government policy, or associated programmes such as financial incentive schemes (unless they relate to the provision of an MCS certificate)
- Complaints relating to the relevant consumer code. In general, consumer codes can advise on pre-sale and contractual issues, such as:
  - Communication and customer service.
  - System installed is not what was agreed in the contract.
  - Wrong brand of product.
  - Damage to property.
  - Failure to refund a deposit or advance payment.
  - Incomplete installation and/or contract.
  - Incorrect provision of information relating to eligibility, deadlines or application procedures for incentive schemes.
  - Deposit insurance or insurance-backed workmanship warranty.
  - Misleading information regarding the financial benefit of the system.
  - Potential breaches of the consumer code.

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- Complaints relating to MCS Installers, where:
  - The installation has been installed and commissioned by a non-MCS Installer.
  - The complaint has not first been formally raised with the appropriate MCS Installer, in writing.
  - Work has been carried out to fix the problem by another company.
  - Work has been undertaken on the system, prior to commissioning, not directly appointed by the certified Installer through a formal contractual arrangement.
  - The Installer is no longer MCS certified.
  - System removal and a refund of costs is being pursued.
  - Legal proceedings have already begun against the Installer (in general).
  
- Complaints relating to MCS products:
  - Where the complaint has not been formally raised with the appropriate MCS Manufacturer.
  - Where a previously listed product is no longer MCS certified.

If you are unsure, please contact the MCS Helpdesk before submitting a complaint, [mcshelpdesk@mcscertified.com](mailto:mcshelpdesk@mcscertified.com) or call, 0333 1038130.

### 3. COMPLAINT RESOLUTION PROCESS

The following table provides a step-by-step guide on how complaints passed to MCS will be handled:

| Step  | Description and Timescales   |
|---|--|
| 1: Contact Installer  | You must raise the complaint with the MCS Installer, in writing, in the first instance.  |
| 2: Contact Contractor's Certification Body or Consumer Code | If the complaint has not been resolved to your satisfaction within the timeframe described in the Installers complaints process (the Consumer Codes can provide further guidance on how MCS Installers are expected to deal with complaints), then the complainant should refer the issue to the contractor's Certification Body (installation-related) or their Consumer Code (pre-sale/contractual). |
| 3: Escalate to the MCS                                      | If the complaint has still not been fully resolved, you can escalate the complaint to MCS. Be sure to include all relevant, written evidence, including correspondence with the Installer, Certification Body or Consumer Code, as well as any other relevant events and dates. Fully complete the MCS Complaint Form and submit it online, along with your evidence.                                  |

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|  | <p>Alternatively, post to:</p> <p>MCS<br/>Suite F40<br/>Innovation Centre<br/>Sci-Tech Daresbury<br/>Keckwick Lane<br/>Daresbury<br/>Cheshire<br/>WA4 4FS</p>  |
| 4: Initial Review of Complaint                                     | <p>Submission of Complaint Form and evidence will be acknowledged <b>within 5 working days of receipt</b>. Any further information, required for clarity, may be requested at this point. Details are recorded by the MCS Helpdesk and an initial review is undertaken. Any allegations found to be non-compliant with Scheme requirements will be upheld and an investigation will be undertaken. Otherwise, the case will be closed, and an explanation will be provided.</p>            |
| 5: MCS Undertakes an investigation                                 | <p>The Installer will be notified in writing of the allegations in the complaint. A response to the allegations <b>within 14 days</b> will be requested.</p>   |
| 6: Review of contractor's response                                 | <p>An initial review of the Installers response will be undertaken within 15 days of receipt.</p> <p>Possible outcomes:</p> <ul style="list-style-type: none"> <li>• Case dismissed/closed on the basis that the Installer is not at fault, or it is deemed that they have remedied as far as reasonable within the requirements of the Installer's Sub-Licence Agreement and Scheme Standards</li> <li>• Complaint upheld. Further action by the Installer is deemed necessary</li> </ul> |
| 7: Results/Conclusion reviewed by Compliance & Enforcement Manager | <p>Manager considers:</p> <ul style="list-style-type: none"> <li>• If investigation/outcome is robust and reasonable</li> <li>• Any wider implications of the case (an independent system inspection may be arranged at this point)</li> </ul>   |

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| 8: If complaint still upheld  | Where the complaint allegation(s) are upheld and/or the Installer's remedy to date is still considered inadequate, the Installer will be given a final opportunity to remedy the issues raised within 10 days.   |
| 9: Installer fails to remedy complaint, or appeals the final decision | If the complaint has not been satisfactorily addressed, or the Installer decides to appeal the Compliance & Enforcement Manager's decision, then the case will be referred to the Board for possible sanctions under the Installer's Sub-Licence Agreement (suspension/withdrawal from the Scheme and their right to use MCS Certification Mark and access to the installer database). |

## 4. AMENDMENTS ISSUED SINCE PUBLICATION

| Document no. | Approval | Amendment details   | Date       |
|--------------|----------|---|------------|
| 1.0          | Approved | First issue   | 01/08/2012 |
| 1.1          | Approved | Minor amendments to text to update email address and references to RECC   | 17/06/2014 |
| 2.0          | Approved | Review of document  | 27/04/2015 |
| 2.1          | Approved | Certification Bodies will deal with a product complaint up to six years from the date of the installation or for the length of the product warranty, whichever is shorter.<br><br>Additional Consumer Code. | 09/11/2015 |
| 2.2          | Approved | Updated Consumer Code information and changed references from DECC to BEIS  | 17/01/2018 |
| 2.3          | Approved | Updated Certification Body list.<br>Updated GGF website link. Updated references to BEIS to UK Government, and corrected external links.  | 26/04/2018 |
| 2.4          |          | Updated for the replacement of brand elements including fonts and logos.<br><br>Clarification of roles post-novation.   | 22/06/2019 |
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