YORKSHIRE RENEWABLE SYSTEMS LTD

trading as YEERS

Customer Feedback & Complaints Procedure

Customer Information

Field	Detail
Document Owner	Head of Business Systems & Compliance
Approved By	Gentiana Bendris — Head of Business Systems & Compliance
Company	Yorkshire Renewable Systems Ltd (Company No. 15046613), Office 4, 27 Blanket Row, Hull HU1 1TB
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1. Our Commitment

We want every customer to be happy with our work. If something isn't right, we want to know so we can fix it quickly and fairly. We also use all feedback, good and bad, to improve how we work.

2. Giving Feedback

You can tell us what you think at any time:

- Scan the QR code on the card our team leaves with you at the start of your works.
- Fill in the short feedback form we email you when your installation is complete.
- Call or email us using the details in Section 3.

3. How to Make a Complaint

You can contact us by phone, email or post:

Channel	Details
Telephone	01482 765095 (Monday to Friday, 9am to 5pm)
Email	admin@yorkshirerenewablesystems.com
Post	Complaints, YEERS, Office 4, 27 Blanket Row, Hull HU1 1TB

Please tell us:

- your name, address and best contact number
- what the problem is and when it happened
- what you would like us to do to put it right

Someone else, such as a family member or adviser, can make a complaint on your behalf if you give them permission.

4. What Happens Next

Stage	What we do	Timescale
1. Acknowledgement	We confirm we have received your complaint and give you a reference number.	Within 24 hours
2. Initial response	We contact you with our initial findings or a progress update, and tell you when we expect to resolve it.	Within 3 working days
3. Resolution	We aim to resolve your complaint fully and confirm the outcome in writing.	Within 10 working days

If your complaint is more complex, we will update you at 10 working days and aim to resolve it within 15 working days.

5. If You Are Not Happy With Our Response

Tell us, and your complaint will be reviewed by senior management.

If we still cannot agree a solution, you can refer your complaint to our independent Alternative Dispute Resolution (ADR) provider at no cost to you. This applies to complaints about our renewable energy installations (solar PV, battery storage and air source heat pumps):

ADR Provider	Contact Details
Renewable Energy Consumer Code (RECC)	www.recc.org.uk | YEERS membership no. 00075924

You can also contact TrustMark, as we are a TrustMark registered business (licence no. 3414227).

6. Your Information

We keep complaint records securely and only use them to deal with your complaint and improve our service. We keep them for six years, in line with UK GDPR.