Website: www.trfireandsecurity.co.uk E-mail: admin@trfireandsecurity.co.uk Telephone: 01373 476522

Complaints Procedure

You can make a complaint in writing or by email

Your opinions are important to us so we would always strongly recommend that you bring any complaint in the first instance to the attention of a member of staff so we can resolve the issue at the earliest possible opportunity. We will endeavor to deal with your complaint in a quick and timely manner, but if it is clear, that the matter will need a detailed investigation, we will tell you and keep you updated with progress.

We have a three stage complaints procedure.

Stage 1: Frontline Resolution

All complaints will be acknowledged.
We will always try to resolve your complaint quickly, within **five working days** wherever possible
If you are dissatisfied with our response, you can escalate it to stage 2

Stage 2: Escalation

We will look at your complaint at this stage if you are dissatisfied with our response to Stage 1.

We may also look at your complaint immediately as a Stage 2 complaint if it is clear to us that is complex or needs a detailed investigation.
We will acknowledge your complaint within **three working days**. We will give you are decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time. In that case we will let you know.

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Stage 3:

If we cannot resolve a complaint and you are not satisfied with the remedy offered, we will advise where you can pursue the complaint.

If the complaint is (partly or wholly) about technical aspects of the installation of an energy generator, we will direct you to our MCS installer certification body

If the complaint is about matters within the remit of the Renewable Energy Consumer Code (RECC), we will direct the customer to RECC. The RECC dispute resolution process is set out in the 'How to Complain' section of the RECC website.

We will cooperate with MCS or RECC complaint-handlers to assist them to resolve the complaint.

We will not take, or threaten to take, action against you through the courts without first trying to solve the problem as set out here and in RECC's dispute resolution process.

We will regularly review the Complaints Log, to identify any actions we may need to take to prevent complaints recurring.

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