



# **CUSTOMER COMPLAINTS POLICY & PROCEDURE**

Version 1.0  
February 2016

## Contents

1.	Introduction .....	2
2.	How to make a formal complaint .....	2
3.	Written Complaint.....	2
4.	Oral Complaint .....	3
5.	What will happen next.....	3
6.	Reviewing your complaint .....	3
7.	Learning from complaints .....	3

# Customer Complaints Policy & Procedure

## 1. Introduction

The Sustainable Fuel Register (SFR) is run by both Farm Energy Centre (FEC) and Crops for Energy (C4E). Employees of FEC and C4E are committed to providing a high-quality service to all our customers.

Very often misunderstandings can be sorted out on an informal basis, and we welcome the chance to put things right. However, if you feel the matter needs to be looked at and put on an official footing, you can follow our complaints procedure. We will work to put things right for you as quickly as possible; keeping you fully informed during all stages of the procedure.

Our aim is to handle all complaints fairly, confidentially and efficiently.

## 2. How to make a formal complaint

To ensure your complaint is handled efficiently and fairly, please send full written details to:

Jon Swain/Kevin Lindegaard  
Sustainable Fuel Register  
Farm Energy Centre  
Stoneleigh Park  
Kenilworth  
CV8 2LS

[info@sfregister.org](mailto:info@sfregister.org)

## 3. Written Complaint

- When a complaint is received in writing it will be passed on to the named complaints manager who will record it and send an acknowledgment letter within five working days.
- You must provide full details such as the SFR authorisation number, your name, address etc.
- You will need to log each point of dissatisfaction individually in your complaint. This will allow the complaints manager to understand your complaint and address each point of dissatisfaction fairly.

## 4. Oral Complaint

- Our SFR administrators who receive an oral complaint will seek to solve the problem immediately if possible.
- If the problem cannot be resolved immediately they will offer to get the manager to review the dissatisfaction of service.
- If the complaint is being made on behalf of the customer by an advocate, it must first be verified that the person has permission to speak for the service user.

## 5. What will happen next

- We will send written confirmation of receipt of your complaint. You can always check that your complaint has arrived at our office by phoning 024 7669 8919.
- We will make every effort to address each point of dissatisfaction separately.
- Our response will include a response to all disputes raised, any final decisions and reasons for this.
- We will work to fully resolve your complaint within twenty working days.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for a third party organisation to review your complaint and our decision.

## 6. Reviewing your complaint

In the unlikely event that you are not satisfied with our response, or you are not happy with how we have dealt with things, you can contact an independent adjudicator.

Below is a list of organisations that you can contact, depending on the nature of your complaint.

[NFU Complaints Procedure](#)  
[Ofgem - Making an Enquiry or Complaint](#)  
[TPI Code of Practice - Make a complaint](#)  
[Department of Energy & Climate Change](#)

## 7. Learning from complaints

Sometimes we can put things right; sometimes we can only explain ourselves and apologise. Nevertheless, we do want to learn from our mistakes. What you tell us helps to improve our service to you. We may ask you for feedback on the service you have received. If you do have any suggestions or ideas on how we can improve, please let us know.