



CUSTOMER COMPLAINTS PROCEDURE

How Verta receives, investigates and resolves customer concerns

Verta Energy Solutions Ltd provides energy efficiency, retrofit, low-carbon and related property services. This procedure explains how to raise a complaint, how we will investigate it, the timescales we work to and the independent escalation routes that may apply to your project.

AT A GLANCE

COMPLAINTS CONTACT	Verta Energy Solutions Ltd - Complaints Manager
EMAIL	info@verta-energy.co.uk
TELEPHONE	01978 254180
ACKNOWLEDGEMENT	Within 2 working days
ACTION PLAN	As soon as possible and no later than 14 calendar days if not already resolved
TARGET FINAL RESPONSE	Within 30 calendar days where reasonably practicable
COST	Free to raise and investigate

Version 1.0. Applies to customers and prospective customers of Verta Energy Solutions Ltd across the UK, subject to the law and scheme rules applicable to the relevant contract, property and project.

01 Our commitment and scope

We want concerns to be easy to raise and resolved fairly, promptly and proportionately. A complaint will not affect your right to receive service, warranty support or any statutory protection. We do not charge you for using our internal complaints process.

This procedure applies to complaints about our enquiries, quotations, sales practices, surveys, assessments, retrofit coordination, design, installation, testing, commissioning, handover, aftercare, warranties, remedial work, customer service, subcontractors acting for us, and compliance with applicable legal, technical or scheme requirements.

Where work is delivered through a funded scheme, landlord, local authority, energy supplier, principal contractor or other partner, additional complaint routes may apply. We will explain any relevant route and cooperate with the appropriate organisation.

This procedure does not replace your legal rights. Where the law, a contract, guarantee, certification scheme, PAS requirement, MCS requirement or TrustMark requirement gives you a stronger right or a different escalation route, that requirement takes priority.

02 What we mean by a complaint

A complaint is any expression of dissatisfaction about our service, conduct, work, products, information, project management or an outcome we are responsible for, where a response or action is expected. You do not need to use the word "complaint" and you do not need to put it in writing.

- Examples include concerns about workmanship, damage, defects, incomplete or delayed work, missed appointments, poor communication, misleading or unclear information, system design or performance, commissioning, handover documents, warranties, charges, refunds, cancellation, conduct, accessibility, privacy or personal data, or compliance with a scheme or technical standard.
- A request for routine information or a first report of a defect may initially be handled as service support. If you are dissatisfied with our response, or ask us to treat the matter as a complaint, it will be logged under this procedure.
- We can consider anonymous safety or compliance concerns where there is enough information to investigate, although we may be unable to provide an outcome to an anonymous complainant.

03 How to make a complaint

You can complain using the contact details below. We will accept complaints by telephone, email or another reasonable communication method agreed with you. If you complain verbally, we will make a written record of the complaint and confirm the key points with you where appropriate.

ORGANISATION	Verta Energy Solutions Ltd
FOR ATTENTION OF	Complaints Manager
EMAIL	info@verta-energy.co.uk
TELEPHONE	01978 254180
LOCATION	Wrexham, Wales, UK

To help us investigate quickly, please provide what you reasonably can:

- your name, preferred contact details and property address;
- your quotation, contract, project or installation reference if known;
- what happened, when it happened and who was involved;
- any photographs, messages, documents or other evidence you think is relevant; and
- what outcome you would like us to consider.

We will not refuse to log a complaint merely because some information is missing. We may ask for further details or reasonable access to the property where this is necessary to investigate or put work right.

04 Accessibility, vulnerability and representatives

We aim to make this process accessible. Please tell us if you need a reasonable adjustment or a different way of communicating. This may include larger print, a different communication channel, extra time to respond, support from another person or another adjustment that is reasonable in the circumstances.

You may ask an authorised representative, family member, carer, advocate, landlord or other person to deal with us on your behalf. We may need to confirm your authority before sharing personal or confidential information. We will take account of known vulnerabilities, access needs, safety needs and the needs of occupants who may not be the contracting customer.

05 What happens when we receive a complaint

- We log the complaint with a unique reference and record the date received, issues raised, desired outcome and relevant project details.
- We acknowledge it within 2 working days and tell you who is handling it.
- We assess urgency, including any immediate safety, safeguarding, property damage, data protection or regulatory risk.
- We identify which contract, warranty, PAS, MCS, TrustMark, certification, funding or other scheme requirements apply.
- We gather relevant records and evidence, speak to the people involved and, where appropriate, arrange a site inspection or technical review.
- Where the complaint relates to work performed by a subcontractor or specialist engaged by us, we coordinate the response. You should not have to manage our supply chain on our behalf.
- Where the issue involves design, retrofit coordination, a certification body, scheme provider, guarantee provider, funder or another responsible organisation, we may involve them where necessary and lawful.
- We keep you informed and explain any delay, dependency or access requirement that affects progress.

06 Our response times

The time needed to resolve a complaint depends on its complexity, whether a site visit is needed and whether other organisations must be involved. Our standard service levels are:

Stage	Our standard
Acknowledgement	Within 2 working days of receipt.
Urgent safety or serious compliance triage	Immediately where practicable, and normally within 1 working day.
Initial assessment	Normally within 5 working days. We may ask for evidence, access or further information.
Substantive response or action plan	As soon as possible. If not resolved, we will provide a meaningful response or agreed plan of action no later than 14 calendar days.
Target final response	Within 30 calendar days where reasonably practicable.
Complex cases	We explain why more time is needed, give a revised target and normally update you at least every 10 working days until a final response is issued.

External scheme time limits are not used to delay our response. For example, the current MCS complaints policy describes 14 days as a reasonable maximum for an installer response or agreed action plan, and MCS or TrustMark escalation rights may become available before we have completed every internal step.

07 How we investigate

The person handling the complaint will review it objectively and, where practical, will not be the person whose conduct or decision is the main subject of the complaint. Depending on the issue, the investigation may include:

- reviewing quotations, contracts, designs, specifications, surveys, photographs, commissioning data, handover records, certificates, warranties and communications;
- checking the work against the contract, manufacturer requirements, applicable Building Regulations, technical standards and scheme requirements;
- speaking to staff, operatives, subcontractors, assessors, designers, the Retrofit Coordinator, certification bodies, scheme providers or other relevant parties;
- a site visit, inspection, testing, commissioning check or independent technical assessment where proportionate; and
- considering whether there is a wider quality, training, process or compliance issue that requires corrective action beyond the individual complaint.

If evidence conflicts, we will explain how we reached our conclusion. We will not withhold a reasonable remedy solely because a customer cannot prove a technical cause that is properly within our ability to investigate.

08 Outcomes and remedies

When our investigation is complete, we will give you a clear written outcome where possible. It will summarise the complaint, the evidence considered, our findings, what we will do next, any timescale for action, and the external escalation route available if you remain dissatisfied.

Depending on the circumstances and your legal rights, possible resolutions can include:

- an explanation, correction of records or apology;
- repeat performance, repair, rectification, replacement, re-testing, re-commissioning or completion of missing work;
- updated or corrected documents, certificates, warranties or handover information;
- a price reduction, refund or reimbursement where agreed or legally due;
- reasonable compensation for proven loss where agreed or legally due;
- referral to a manufacturer, guarantee provider or insurer where they are responsible for a remedy; and
- internal corrective action, additional training, process changes or disciplinary action where appropriate. We may not be able to disclose confidential employment or disciplinary details.

For consumer services, the Consumer Rights Act 2015 includes the right to require repeat performance in appropriate cases and, where the statutory conditions are met, a price reduction. Nothing in this procedure excludes those rights.

09 Safety, regulatory and compliance concerns

A complaint that indicates an immediate risk to life, health, fire safety, electrical or gas safety, structural safety or serious property damage will be treated as urgent. If there is an immediate emergency, contact the emergency services or the relevant utility or network emergency service first.

We may pause work, isolate equipment, make an area safe, arrange an urgent inspection or notify an appropriate dutyholder, certification body, scheme provider, insurer, regulator or enforcement body where this is necessary or required. Raising a complaint does not suspend any legal duty to report, notify, preserve evidence or take safety action.

Technical building requirements differ across the UK. We will assess the work against the requirements applicable to the location and project, including the relevant building regulations and building safety duties where they apply.

10 PAS 2030:2023 and PAS 2035:2023 projects

Where a project is delivered under PAS 2030:2023 and/or PAS 2035:2023, this complaints procedure is operated alongside the relevant retrofit quality processes.

- PAS 2030:2023 requires a documented process for receiving, recording, acknowledging and resolving all client complaints. We apply this process to all complaints, not only those made in writing.
- For PAS 2030 work, complaint and resolution records are retained for at least six years or for the duration of the relevant energy efficiency measure guarantee, whichever is longer. Records are made available to the relevant PAS 2030 certification body or Retrofit Coordinator when properly requested.
- Staff and operatives who deal directly with customers or occupants are instructed how to respond to complaints and feedback, including how to support vulnerable occupants and respect notified access or service requirements.
- Where a complaint concerns assessment, design, interfaces between measures, ventilation, moisture, overheating, coordination, intended outcomes or another PAS 2035 matter, the Retrofit Coordinator and other relevant competent person may be involved in the investigation.
- Where an applicable PAS 2035 industry quality assurance route requires it, we will cooperate with complaint investigation, remedial procedures, audit and access to alternative dispute resolution.

PAS 2035:2023 is intended to be used with PAS 2030:2023 for domestic retrofit, with specified MCS routes applying to some measures. A complaint may therefore engage more than one of these frameworks at the same time.

11 MCS projects

Where the installation is within the Microgeneration Certification Scheme (MCS), we also follow the MCS requirements that applied to the installer and technology when the contract was entered into and the installation was carried out. MCS is in a transition between scheme versions during 2026 and 2027, so the precise external route can depend on the certification position and contract date.

- We acknowledge an MCS-related complaint within 2 working days and take responsibility for working with you to address installation issues within our responsibility.
- You should receive an effective response or agreed plan of action within 14 calendar days at the latest, even where the issue cannot yet be fully resolved.
- If you receive no response within 14 days, or you are dissatisfied with our response, the current MCS complaints process allows eligible complaints to be escalated to MCS. MCS can coordinate with the installer, certification body and applicable Consumer Code or guarantee organisation.
- Where the MCS process is exhausted and the dispute is eligible, MCS may refer it to its accredited ADR partner. Under the redeveloped scheme, the current partner is the Dispute Resolution Ombudsman operating as the Furniture & Home Improvement Ombudsman (FHIO).
- Where a pre-existing Consumer Code, guarantee scheme or different MCS route applies, we will identify that route in our response rather than sending you to the wrong body.

Current MCS complaints contact: mcscomplaints@mcscertified.com. Current information is available at mcscertified.com. We will include the appropriate current contact details in any final response for an MCS complaint.

12 TrustMark projects

Where the work is covered by TrustMark, we follow TrustMark requirements for a free, responsive, accessible and user-friendly dispute process, record keeping and cooperation with the relevant Scheme Provider and TrustMark.

TrustMark currently operates a three-stage dispute route:

Stage	What happens
1 - Verta	Raise the complaint with us first and allow a reasonable opportunity to investigate and put matters right.
2 - Scheme Provider	If the matter remains unresolved, escalate it to the TrustMark Scheme Provider through which the relevant work or registration is covered. We will identify the correct Scheme Provider and cooperate with its investigation.
3 - Dispute Resolution Ombudsman	If the earlier stages have been completed and the TrustMark eligibility criteria are met, the consumer may be able to escalate the dispute to the Dispute Resolution Ombudsman (DRO).

Under TrustMark information current at the effective date of this procedure, stage 3 can become available after a final response or once 12 weeks have elapsed from the initial complaint, provided the earlier stages have been completed. Referral to the Dispute Resolution Ombudsman is subject to TrustMark's current eligibility criteria and time limits. TrustMark publishes guidance for consumers and Scheme Providers and these requirements can change, so our final response will give the current route and deadline that applies at the time.

Current TrustMark complaint information is available at trustmark.org.uk/homeowners/if-things-go-wrong.

13 Alternative dispute resolution and external escalation

Alternative dispute resolution (ADR) is an independent way of resolving a consumer dispute without going to court. The appropriate provider depends on the contract, scheme and date of the work.

When we communicate the outcome of a consumer complaint, we will tell you about any ADR or other complaint resolution arrangement that is available to you and in which Verta is required to participate by law, contract or scheme rules. This reflects section 308 of the Digital Markets, Competition and Consumers Act 2024, which came into force for this purpose in 2026.

- For MCS work, the route may involve MCS, an applicable Consumer Code, guarantee scheme, certification body and/or the MCS ADR provider, depending on eligibility and the scheme version.
- For TrustMark work, the route is normally Verta, then the relevant Scheme Provider, followed by the Dispute Resolution Ombudsman where the criteria are met.
- For other funded, certification or warranty routes, we will identify the relevant escalation body where one applies.

Using our complaints process does not remove your right to seek independent legal advice or use the courts, subject to any lawful effect of an ADR process you choose to enter and the normal limitation or prescription rules that apply in your jurisdiction.

14 Data protection complaints and complaint records

Complaints often contain personal information, photographs, property information and technical records. We handle this information in line with our Privacy Notice and applicable UK data protection law. We only share complaint information where it is lawful, necessary and proportionate, for example with relevant employees, subcontractors, advisers, insurers, certification bodies, Retrofit Coordinators, scheme providers, MCS, TrustMark, funders, guarantee providers, ADR bodies, regulators or enforcement bodies.

If your complaint is specifically about how we have used your personal information, it will also be handled as a data protection complaint. Our 2 working day acknowledgement target is shorter than the statutory maximum for acknowledging a data protection complaint. We will investigate and communicate the outcome without undue delay and keep you informed of progress.

We retain complaint records for as long as needed for legal, contractual, scheme, warranty, audit and claims purposes. For PAS 2030 complaints, the minimum is six years or the duration of the relevant EEM guarantee, whichever is longer. A legal hold, active dispute, warranty or scheme rule may require longer retention.

Our Privacy Notice explains your data protection rights and how to contact the Information Commissioner's Office (ICO).

15 Fair treatment, conduct and legal rights

- We will treat you fairly and respectfully and will not disadvantage you for making a complaint in good faith.
- We expect the same standard of behaviour towards our staff and contractors. Threats, harassment, discriminatory abuse or violence are not acceptable. Where necessary we may restrict the method or frequency of contact to protect people, while continuing to consider the substantive complaint fairly.
- We will not ask you to waive statutory rights as a condition of investigating a complaint or carrying out work that we are already legally obliged to perform.
- We will not prevent you from raising a lawful concern with a certification body, scheme provider, regulator, ombudsman, Trading Standards, the ICO or another competent authority.
- Where consumer law gives a right to repeat performance, price reduction, refund, cancellation or another remedy, this procedure does not restrict it.
- Legal limitation and prescription periods vary across the UK and by claim. Our internal or scheme timescales do not replace those legal periods.

16 Monitoring, learning and review

We use complaints to improve our service and compliance. We maintain a complaint log, monitor recurring themes, identify root causes, record corrective and preventive actions, and use findings in training, supplier management, technical reviews and internal audits. Complaint handling records may be reviewed by certification bodies, Retrofit Coordinators, scheme providers or auditors where the applicable framework requires it.

This procedure is reviewed at least annually and sooner where there is a material change in law, PAS requirements, MCS rules, TrustMark requirements, our certification arrangements or our services.

17 Legal and scheme framework

This procedure has been drafted to operate with the core requirements relevant to our customer work as at 28 September 2026, including:

- the Consumer Rights Act 2015, including service quality and statutory remedies;
- the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, including pre-contract information and cancellation requirements where applicable;
- the Digital Markets, Competition and Consumers Act 2024, including current unfair commercial practice rules and the duty to identify applicable ADR or other resolution arrangements when giving a complaint outcome;
- the UK GDPR and Data Protection Act 2018 as amended, including the Data (Use and Access) Act 2025 data protection complaints requirements;
- applicable equality, accessibility, health and safety, building regulations and building safety requirements in the relevant UK jurisdiction;
- PAS 2030:2023 and PAS 2035:2023 where applicable;
- the MCS requirements, Customer Commitment and complaints arrangements applicable to the installation; and
- the TrustMark Code of Conduct, Customer Charter, Framework Operating Requirements and dispute resolution process where applicable.

This list is not exhaustive and does not limit any statutory, contractual, warranty or scheme rights that apply to a particular customer or project.

18 Contact and escalation summary

Please contact us first so that we can investigate and try to resolve the issue. If you remain dissatisfied, we will identify the correct external escalation route for your project in our final response.

ORGANISATION	Verta Energy Solutions Ltd
FOR ATTENTION OF	Complaints Manager
EMAIL	info@verta-energy.co.uk
TELEPHONE	01978 254180
LOCATION	Wrexham, Wales, UK

External routes that may apply include MCS, our relevant MCS certification body, an applicable Consumer Code or guarantee scheme, our TrustMark Scheme Provider, the Dispute Resolution Ombudsman / Furniture & Home Improvement Ombudsman, the Information Commissioner's Office, Trading Standards or another scheme or regulator connected with the work.

The correct route depends on the work, contract and scheme status. We will not send you between organisations unnecessarily and will cooperate with the relevant body where it becomes involved.

BETTER HOMES. DONE PROPERLY.
Verta Energy Solutions Ltd