

REAL Assurance Scheme

Complaints Registration Form

This form is used by the REAL Assurance Scheme as a summary record of your complaint and any action taken. It will be used by REAL Assurance as a reference document when dealing with your complaint. Please note that REAL Assurance can only deal with complaints about companies that are members of the REAL Assurance Scheme.

Please send the completed form:

- by post to: the REAL Assurance Scheme, 7th Floor, Capital Tower, 91 Waterloo Road, London SE1 8RT
 - or by fax to: 020 7925 2715
 - or by email to: complaints@realassurance.org.uk
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Section 1: Your details

Your name:

Your address:

Your telephone number:

Your email address:

Section 2: Details on the company and outline of your complaint

Name and address of the company you have been dealing with:

Contact at the company:

Type of renewable technology:

Date on which you signed the contract with the company (if applicable):

Give a brief outline of the cause of the complaint or dispute:

Give a brief outline of any previous attempts you have made to resolve the complaint or dispute (include, if possible, name of contact at the company and email address):

You may attach any further information you feel is relevant (but please do not attach originals).

We will contact the Scheme member that is the subject of the complaint to inform them about the complaint. We will ask them for a report into the situation and for an explanation as to how they intend to resolve the complaint. Please inform us if you do *not* wish us to contact the company on your behalf.

We may need to share the details of your complaint with the Microgeneration Certification Scheme, which is responsible for certifying the products and technical aspects of the installation. We may also need to contact the relevant Trading Standards Department. Please confirm that you are content for us to do this by ticking the box below.

Thank you for completing this form. We aim to contact you to acknowledge receipt of your form within 3 days of receipt.