

RECC Monitoring Overview by Compliance Area 2018

RECC monitors Code Members in three main ways: via a Customer Satisfaction Questionnaire, through compliance audits of Members and by handling consumer complaints. RECC reports the results in its Annual report,¹ and uses the results to shape its compliance activities and to steer its work in producing resources for members to assist them in complying with the Code, in running webinars and in providing training.

In 2018, the headline findings were:

- the majority of consumers who provided feedback were positive about their experience with RECC members. Nearly three in four (73.5%) rated their overall experience 4/5 or 5/5 (that is, satisfied or very satisfied); the same proportion were satisfied or very satisfied with customer service; and a slightly higher 75.5% rated the quality of work 4/5 or 5/5;
- audits found the most frequent area of non-compliance was in marketing and selling, followed by estimates/quotes and contracts and cancellation rights;
- after-sales (guarantees, workmanship warranties and warranty protection, after-sales support and customer service) was the most frequently-featured Compliance Area in disputes.

The current analysis presents the monitoring results for the audits and complaints under each of the Compliance Areas separately (as set out in RECC's Annual Report). It then brings these results together, along with the detailed findings from completed Consumer Satisfaction Questionnaires and some additional data, to show the performance overall against each Compliance Area.

The 10 Key Compliance Areas

CA1: Awareness of consumer protection / RECC (including staff training)

CA2: Microgeneration Certification Scheme (MCS)

CA3: Marketing and selling

CA4: Estimates/quotes, particularly performance estimates and financial incentive

CA5: Finance agreements

CA6: Contracts and cancellation rights

CA7: Taking and protection of deposits and advanced payments

CA8: Completing the installation

CA9: After –sales (guarantees, workmanship warranties and warranty protection, after sales support: customer service)

CA10: Disputes numbers, handling, procedures

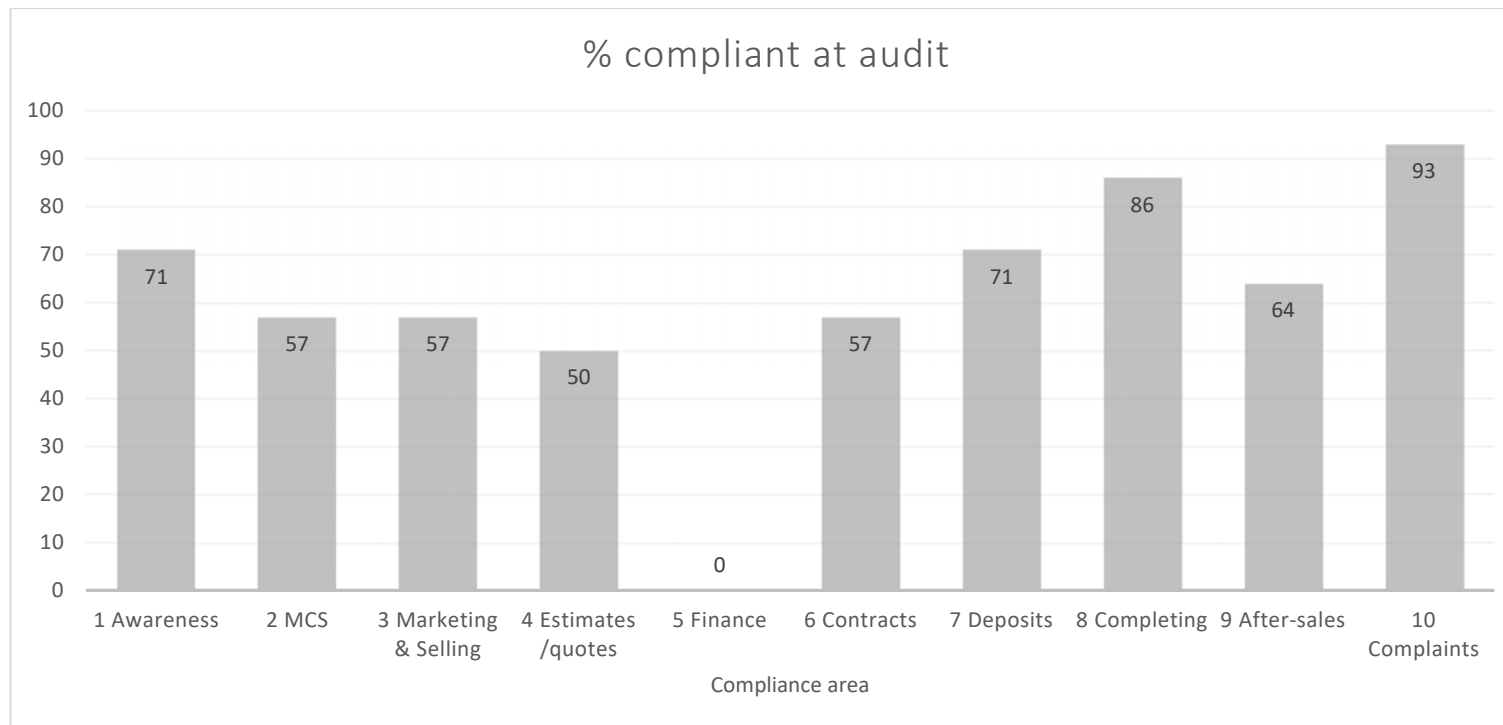
¹ The Annual Report 2018 provides more detailed commentary on each of these planks of the monitoring programme (see pp 18-22 and pp 26-33).

Monitoring results

Figures 1 and 2 show the results graphically under each of the Compliance Areas areas in:

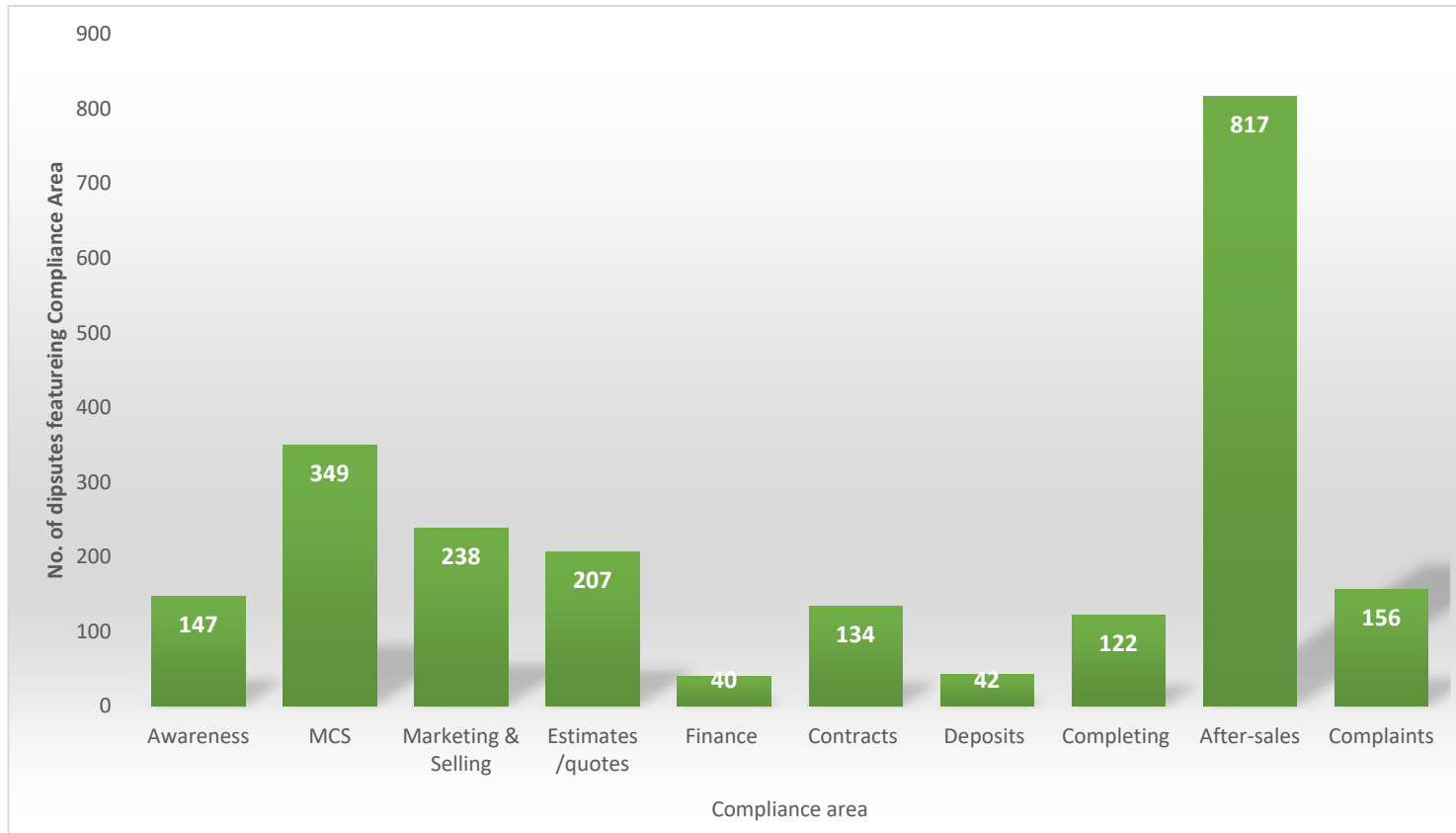
- audits of members (Figure 1) and
- complaints about members (Figure 2)

Figure 1: % of audited members compliant on each Compliance Area at audit



Note: Compliance area 5 – 1 member only offering finance, found to be non-compliant.

Figure 2: Number of disputes registered in which Compliance area featured 2018



Please note that issues pertaining to more than one CA may underlie a single complaint

The following section brings together all the performance measures from the monitoring programme under each of the 10 Compliance Areas.

Performance measures

Table 1 provides the 10 Key Compliance Areas with all associated performance measures against which RECC undertook to report. The areas are shaded to show their relative priority – the darker the shade, the higher the priority.

Table 1: Performance by Compliance Area

CA1: Awareness of consumer protection / RECC (including staff training)
<ul style="list-style-type: none"> • 72% of CSQ respondents said they had been made aware of RECC • 71% overall audit compliance in this area • 36% of members at audit providing consumer leaflet with quotes • 14% of members at audit with link to RECC on their website • 147 disputes registered featuring a CA1 issue
CA2: Microgeneration Certification Scheme (MCS)
<ul style="list-style-type: none"> • 57% overall audit compliance on this area • 36% of members at audit who are MCS-certified for the relevant technologies • 349 disputes registered featuring a CA2 issue • 23% of complaints predominantly or partly about technical issues, which are referred on to MCS Certification Bodies (CBs)
CA3: Marketing and selling
<ul style="list-style-type: none"> • 86% satisfied with how the system was sold to them • 57% overall audit compliance on this area • 238 disputes registered featuring marketing and selling

CA4: Estimates/quotes, particularly performance estimates and financial incentive

- 95% of CSQ responders indicating the performance of the system as well as what this meant in financial terms were explained clearly to them
- 50% overall audit compliance in this area
- 207 disputes registered featuring estimates etc

CA5: Finance agreements: overall audit compliance

- 26.5% of CSQ responders indicating that they took finance, 53.5% of whom consider they were given adequate information and documentation
- 7% of the members audited indicated they are offering finance. Of these, 100% were found to be non-compliant.
- 40 disputes registered featuring finance agreements with members

CA6: Contracts and cancellation rights

- 75% of CSQ responders indicating no concerns about the contract they signed
- 91% of CSQ responders said they were made aware of cancellation rights
- 57% overall audit compliance in this area
- 134 disputes registered featuring contractual issues and/or cancellation rights

CA7: Taking and protection of deposits and advanced payments

- 75.5% of CSQ respondents indicating they paid a deposit, of which 64.9% said they'd received an insurance policy protecting it
- 71% overall audit compliance in this area
- 60% of members who indicated at audit that they take deposits provided evidence of deposit insurance in place at audit.
- 42 disputes registered featuring deposit issues

CA8: Completing the installation

- 75.5% of consumers completing CSQ questionnaires were satisfied or very satisfied (scored 4/5 or 5.5) with the quality of work
- 86% overall audit compliance in this area
- 122 disputes registered featuring issues relating to completing the installation

CA9: After –sales (guarantees, workmanship warranties and warranty protection, after sales support: customer service)

- 83.7% of CSQ respondents indicating they were provided with at least a 2-year workmanship warranty
- 66% of CSQ respondents indicating they received an insurance policy for the warranty
- 64% overall audit compliance in this area
- 817 disputes registered featuring after-sales issues

CA10: Disputes numbers, handling, procedures

- 89.8% of CSQ respondents given information about how to use their system and what to do in case of problems
- 36.7% of CSQ respondents indicating they made a complaint to the member; of these, 33.3% were satisfied with its handling
- 93% overall audit compliance in this area
- 156 disputes registered featuring issues relating to complaints to members
- 1023 disputes received by RECC
 - Of which:
 - 143 within RECC’s remit
 - 644 feedback about members
 - 133 feedback about non-members
 - 102 referred onwards
- number of disputes received by issue – in order of CA
 - CA1: 147
 - CA2: 349

- CA3: 238
- CA4: 207
- CA5: 40
- CA6: 134
- CA7: 42
- CA8: 122
- CA9: 817
- CA10: 156

- 61 in-remit disputes resolved in 2018 were resolved by RECC dispute resolution case workers.

Table 2: Disputes registered with RECC by technology and as % of all domestic installations of that technology

Technology	Percentage	Disputes registered with RECC	Total domestic installations
ASHP	3.5	185	5290
Biomass	15.7	70	444
GSHP	2.6	24	927
Solar PV	2.9	632	21874
Solar thermal	14.8	67	454

Table 3: Average length of time taken for RECC case-workers to resolve disputes

○ 12 weeks was the average length of time taken by RECC case workers from start of formal mediation to resolve disputes
○ 14 in-remit disputes resolved in 2018 were resolved by means of independent arbitration (plus 2 involving micro-businesses)