

Conciliation Form

This form is to be used in the event of a complaint or dispute which cannot be resolved using the complaints procedure set out below. The conciliation service is designed to assist you to secure a speedy and satisfactory resolution for both parties. There will be no additional charge for the conciliation service. You should send the completed form to: Scheme Administrator, Renewable and Micro Heat and Power Assurance Scheme, 17 Waterloo Place, London SW1Y 4AR. (More details about the way the service works are set out below.)

Your name.....

Your address.....

Your telephone number.....

The name and address of the company you have been dealing with.....

.....

The date on which you signed the contract.....

(These sections should be completed by the company when the contract is signed.)

Describe briefly the cause of the complaint or dispute.....

.....

.....

.....

.....

.....

.....

(Please attach any evidence that is relevant. Please do not attach originals.)

Describe briefly any previous attempts you have made to resolve the complaint or dispute.....

.....

.....

.....

.....

Is there any other information you consider relevant?

.....

.....