



COMPLAINTS HANDLING PROCEDURES

Introduction

We must have, and operate in accordance with, appropriate and effective internal complaint handling procedures in writing, that comply with the MCS rules and provide for the:

- Receipt of complaints.
- Response to complaints.
- Investigation of complaints; and
- Notification to complainants of their right to contact

At Malvern Solar we make our customers aware of our complaints handling procedures through the wording of the initial contract.

MCS

The MCS stands for the Micro-generation Certification Scheme. MCS standards have been designed to protect consumer rights with input from product and installer representatives, consumer groups, trade associations and technical experts from across industry. The Standards and Tools library is categorized by technology type.

Eligibility

A complaint might include the following:

- Faulty system or individual components
- Issues with the standard of workmanship
- Electrical or safety issues
- Issues relating to the system's design, size or performance
- Non-compliance with relevant installation Standards
- Handover pack incomplete
- Missing or incorrect MCS certificate
- Any instance which may bring the MCS scheme into disrepute

Responsibilities

Complaints Officer – Es Hoyle

The complaints officer is responsible for all complaints, however all staff and board members can handle complaints. Complaints must be reported to the complaints officer immediately.

Timing requirements

1. Acknowledgement

Malvern Solar send a written acknowledgement of a complaint within three business days of receipt, including the name of the individual handling the complaint and details of our internal complaint handling procedures.

2. Initial Response

We aim to respond to and resolve your complaint to your satisfaction within fourteen days of receiving it.

Record Keeping

The record should contain:

- the name of the complainant;
- the substance of the complaint;
- any correspondence between our firm and the complainant; and
- details of the resolution of the complaint

This information should be recorded in the Complaints Log.

If you are unhappy with the resolving of your complaint please find below contact details for those who can help you.

Contact Details

Contact MCS though [MCScertified.com](https://www.mcscertified.com). You will find a 'something's gone wrong' form to fill out. MCS are there to help you find a resolution and will supply further information and contacts if needed.

Please note that you should only contact MCS if you have written a formal letter of complaint to your installer and the complaint is not resolved within two weeks.

Policy reviewed February 2026.

