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Customer Complaints and Dispute Resolution Procedure

PRO-QMS-I-016

The aim

A complaint is any expression of dissatisfaction by our customers where they want us to do something about it. Where a customer has a complaint, we will consider it and try to find an agreed course of action to resolve the complaint speedily and effectively to the customer's satisfaction. This procedure forms part of MBD Automation Ltd's Quality Management System (QMS) and supports compliance with MCS 001 and the Renewable Energy Consumer Code (RECC).

The procedure

1. The customer can contact us initially by phone, email or post. They should do so as soon as possible after first noticing the problem. All complaints will be acknowledged within **3 working days** of receipt, and a unique reference recorded in LOG-EXL-I-003 Complaints Log.
2. We will take the details of the complaint, make a formal record of our receipt of the complaint and make a thorough note of the issue(s) raised.
3. We will inform the customer that we will do our best to resolve the complaint in a timely manner but that they have a right to refer the complaint to the Renewable Energy Consumer Code (RECC) if we cannot reach a satisfactory resolution (see point 9).
4. For complaints received by phone, if we can't resolve the customer's issue(s) immediately, we will ask the customer to put the complaint in writing so that there is a clear record for everybody. We will offer help with this if the customer wants it.

Version	Date	Author	Rationale
1.2	08/10/2024	AS	Scope broadened; acknowledgement timeframe added; log reference (LOG-EXL-I-003), MD escalation and GDPR reference included.

5. If necessary, we may have to ask the customer to provide us with copies of paperwork or other material to support their complaint. We will make a note of anything received from the customer in the complaints record.
6. If we need to inspect the system or visit the customer to investigate the complaint, we will do so **within 7 days of receiving the complaint**. If a visit is necessary, we will let the customer know the outcome as soon as possible after the visit. We will also record this in the complaints record.
7. We will keep a note of all contacts (or attempted contacts) with or from the customer while we are trying to resolve the complaint, including telephone conversations.
8. We will respond to the customer with our findings and a summary of actions/communications **within 10 working days** of receiving the complaint. Whenever we can, we will aim to sort the complaint out more quickly than this and informally, for example with a phone call to give advice that solves the problem. We will make a clear record of any complaints resolved in this way.
9. Before any external escalation, the complaint will be reviewed by the Managing Director to ensure all internal resolution options have been exhausted.
If we cannot resolve a complaint and/or the customer is not satisfied with the resolution offered, we will advise them where they can pursue their complaint further, depending on the nature of the service provided:
 - Renewable Energy and Electrical Installations (e.g., Electrical Services, Solar PV, Battery Storage, EV Charging):
Customers may refer their complaint to our Competent Person and MCS Certification Body (NAPIT) –
Address: 4th Floor, Mill 3, Pleasley Vale Business Park, Mansfield, Nottinghamshire, NG19 8RL
Phone: 0345 543 0330
Email: info@napit.org.uk
 - Matters covered by the Renewable Energy Consumer Code (RECC):
Customers can use the RECC dispute resolution process, available in the “How to Complain” section of the RECC website at www.recc.org.uk/consumers/how-to-complain, or by calling 0207 981 0850.
 - General Electrical, Mechanical, or Non-MCS Services:
Complaints relating to other MBD services (control systems, or maintenance works) may be referred to an appropriate industry ombudsman or consumer protection body such as Citizens Advice Consumer Service (Phone: 0808 223 1133, Website: www.citizensadvice.org.uk).
 - For any unresolve disputes please contact Dispute Resolution Ombudsman - Phone: 0333 241 3209, Website <https://www.disputeresolutionombudsman.org/>

MBD Automation Ltd will cooperate fully with any authorised complaint-handling or mediation service to help achieve a fair and timely resolution

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1.2	08/10/2024	AS	Scope broadened; acknowledgement timeframe added; log reference (LOG-EXL-I-003), MD escalation and GDPR reference included.

10. We will not take, or threaten to take, action against a customer through the courts without first trying to solve the problem as set out here and in RECC's dispute resolution process.
11. All complaint information will be handled confidentially and processed in accordance with POL-QMS-I-003 Privacy Policy and UK GDPR requirements.
12. We will regularly review complaints recorded in LOG-EXL-I-003 Complaints Log to identify preventive actions and improvements.
This procedure will be reviewed annually as part of the QMS management review.

Acknowledgement of Procedure

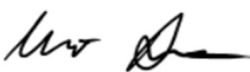
I confirm that I have read and understood the contents of this procedure.

I acknowledge that I am responsible for following the process described when handling customer complaints or disputes, and for ensuring that any complaint received is recorded in LOG-EXL-I-003 Complaints Log and reported to the Managing Director where required.

Signed for and on behalf of MBD Automation Ltd:

Name: Michal Dura

Position: Director

Signature: 

Signature:

Date: 08/10/2025

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