

Complaints Policy

Bright Sky Solar Ltd strives to provide the best service to each customer. However, on rare occasions, there may be times where a customer may not be completely satisfied. To ensure the business is able to put things right as soon as possible, please read our complaints procedure below. The business will then be able to respond promptly to ensure complete satisfaction.

Our Complaints Procedure

Either call, email or write to us. We will contact you within 5 days of receiving your complaint and will arrange a date to investigate and remedy the complaint raised. We aim to resolve complaints as quickly as possible and believe that, in most cases, complaints can be resolved informally.

Where the business is unable to resolve your complaint using the business complaints procedure, you can refer your case to our nominated alternative dispute resolution provider through (RECC), QA Scheme Support Services LTD and the Dispute Resolution Ombudsman. Full contact information for (RECC) can be found at www.recc.org.uk where we also recommend that you read the (RECC) Code of Practice. We agree that in the event of a dispute, we will exclusively attempt to resolve the dispute through the (RECC) alternative dispute resolution services. If we are unable to resolve the dispute through mediation, the complaint can be referred by (RECC) to the Dispute Resolution Ombudsman, who is entirely independent of (RECC) and can be contacted through www.disputeresolutionombudsman.org