Complaints Policy

Apex Building Bristol Ltd (trading as Apex Renewables)
Company number: 11961463

The business always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied.

To ensure the business can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve.

Please contact the business straight away with any concerns either by phone, email or in writing, using the contact details on your quotation, contract or our website. If writing by post, obtain proof of posting.

Business Complaint Procedure

We will acknowledge all complaints within **two working days** of receipt. We aim to provide an initial substantive response within five days. An acknowledgement is not necessarily the final resolution of the complaint.

We will investigate fairly, take responsibility for issues arising from our work and take prompt, reasonable action to put matters right. For general work, the business will arrange a convenient date to view and/or remedy the situation within 28 days where appropriate. More urgent inspection timescales apply to relevant renewable energy installations as set out below.

If we cannot resolve your complaint after completing our internal procedure, or both parties agree that deadlock has been reached, we will explain the applicable independent complaint or dispute resolution route.

For eligible domestic installation, service, repair and maintenance contracts, customers may be able to use the Which? Trusted Traders Alternative Dispute Resolution (ADR) service. Contact Which? Trusted Traders on **02922 670 040** to check eligibility.

Additional arrangements for MCS-certified renewable energy installations

For installations within the scope of the MCS scheme, we will also follow the applicable MCS Customer Commitment and Renewable Energy Consumer Code (RECC) requirements. These arrangements supplement, rather than replace, the general complaints process above.

We will acknowledge complaints within two working days and communicate our findings clearly within **10 working days** of receipt, in line with our internal renewable energy complaints procedure. Where appropriate, we will arrange to inspect the installation within **five working days**, or within **24 hours** where the complaint has left a domestic customer without heating or hot water as a result of the issue.

If an agreed action cannot be completed within the stated timescale, we will explain the reason, provide updates and agree a revised timescale with the customer.

If a complaint relating to MCS-certified work remains unresolved, we will explain how to raise the matter through the **MCS complaints process** and, where applicable, RECC's independent dispute resolution arrangements, including its current ADR provider. We will cooperate with the applicable independent process. Customers can find MCS information at **mcscertified.com**.

We record complaints and outcomes, review recurring issues and customer feedback, and use these to improve our workmanship, services and procedures.

Policy updated: 27 October 2026. Based on the existing Which? Trusted Traders TTF11 general complaints policy, with additional MCS/RECC provisions.