

	Links Energy Ltd 179 Linacre Road, Litherland Liverpool, L21 8JS	Policy	Complaints
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		Issue date	22/10/26
		Effective	22/10/26
	COMPLAINTS POLICY		

Links Energy Ltd aims to provide a reliable, professional service across solar, battery storage, EV charging, electrical and building works. Complaints are free, and we will help if you need another format or a representative.

Complaints about our work

For installation, product or service complaints, email info@kcglinks.com, call **0151 272 0454**, or write to **Links Energy Ltd, 179 Linacre Road, Litherland, Liverpool, L21 8JS**. Give your name, contact details, job address/reference, the issue and the outcome sought. You can contact us before gathering supporting evidence.

We will acknowledge your complaint within **24 hours**, provide a reference and identify who is handling it. We record complaints, actions and outcomes, review relevant evidence and aim to complete our investigation within **7 business days**. If more time is needed, we will explain why, give the next steps and keep you informed.

For complaints covered by the Renewable Energy Consumer Code (RECC), we will report findings within **10 working days**. Where appropriate, we will arrange an inspection within **5 working days**, or within **24 hours** if the problem has left you without heating or hot water.

We will explain our findings and proposed remedy, agree action timescales and follow up within 14 days of resolution. If you remain unhappy, contact Carl Griffin, Director, at carl.griffin@kcglinks.com. Management will give a final decision within 10 business days of escalation. Business/working days exclude weekends and bank holidays in England.

Independent help with our work

Eligible domestic renewable-energy complaints may be referred free of charge to **Green Homes Dispute Resolution (GHDR)**. Give us the opportunity to resolve the matter first. GHDR normally allows 4 weeks, but may accept a referral sooner after an unsatisfactory final response or no reply within 2 weeks. Refer within 12 months of a final response; scheme eligibility rules apply. www.ghdr.org.uk | hello@ghdr.org.uk | 0204 616 0015.

Eligible technical installation concerns may also be raised through **NICEIC**. Its process does not determine refunds or contractual compensation.

Complaints relating to finance

If your complaint relates to the finance agreement itself, including its terms, payments, or how the finance was explained or arranged, please contact the lender named on your finance agreement rather than us.

We introduce customers to more than one finance provider:

Hometree Finance: If your agreement is with Hometree Finance (a trading name of HTG Finance Limited), please contact hello@hometreefinance.co.uk.

Phoenix Financial Consultants Limited: If your finance was arranged through Phoenix, contact customerservices@phoenix-fc.co.uk or **01923 333 256**. Post: Unit 8 Abbots Business Park, Primrose Hill, Kings Langley, Hertfordshire, WD4 8FR. Complaints route: www.phoenix-fc.co.uk/terms (Section 5).

If you are unsure which lender your agreement is with, please contact us. We will confirm the relevant lender and provide its complaints contact details. Where appropriate, we can forward your complaint to the relevant lender and let you know that we have done so.

If you are unhappy with the outcome of your finance complaint, or have not received a final response within **eight weeks**, you may be able to refer it to the **Financial Ombudsman Service (FOS)**. The service is free and independent. You normally have six months from the final response to refer your complaint. www.financial-ombudsman.org.uk | 0800 023 4567.

Privacy and your rights

For privacy concerns, email info@kcglinks.com. We acknowledge them within 24 hours, investigate without undue delay and explain the outcome. You may also contact the ICO: ico.org.uk/make-a-complaint | 0303 123 1113. Records are handled under our Privacy Policy. This procedure does not limit your statutory rights or access to independent advice.