**EVCC Complaints Registration Form**

Please note that references to “us” or “we” throughout this document are to Renewable Energy Assurance Ltd (REAL) and its staff who administer the Electric Vehicle Consumer Code for Home Chargepoints (EVCC).

**Dispute Resolution - Important Privacy Information**

1. Before completing the EVCC Complaints Registration Form, please note that we will only process the personal data you submit on this form in connection with handling your complaint and in accordance with the EVCC’s Privacy Policy Statement, which can be found at [electric-vehicle.org.uk/privacy](https://www.recc.org.uk/privacy).
2. If your complaint falls within our remit, it will be handled through REAL’s Dispute Resolution Process (Mediation Procedure and Renewable Adjudication Service) which will entail sharing your personal data with the EVCC member or former EVCC member (if the company is no longer registered with EVCC) about which you have made the complaint, in order to investigate the issues raised, unless you tell us you do not want us to share your personal data with the EVCC member or former EVCC member.
3. If your complaint includes details of any technical issues with the installation of the electric vehicle home chargepoint and/or Related Products, we hay share your personal data with the Electricians Association with which the EVCC member is registered.   
   In addition, we may share your personal data with other third parties such as Trading Standards offices, the finance regulator, the energy regulator, the Chartered Trading Standards Institute and the Office for Zero Emission Vehicles, but we will only do so if we consider it will assist us in our role to prevent consumer detriment.
4. Under data protection, you have certain rights in relation to how we process your personal data, including the right to be informed, right to access your personal data, the right to rectification, the right to erasure, the right to restrict processing, and the right to object. Further details about your rights and how to exercise any of your rights can found in the EVCC’s Privacy Policy Statement on our website at [electric-vehicle.org.uk/privacy](https://www.recc.org.uk/privacy).

To register a complaint about an EVCC member, you must complete all sections of this form. Before submitting a complaint, please ensure you have read the Important Information on page 7.

**This dispute resolution process may be used by domestic consumers only.**

EVCC's Dispute Resolution Process is designed for a consumer(s) who has entered into a contract with an EVCC member. A consumer is defined as ‘an individual or individuals acting for purposes that are wholly or mainly outside that individual's trade, business, craft or profession’.

**Declarations**

|  |  |  |
| --- | --- | --- |
| **I confirm that I am a consumer** |  | |
|  |  | |
| **I confirm that I have attempted to resolve the complaint directly with the EVCC member IN WRITING** |  | |
|  |  | |
| **I confirm that I have read through the enclosed document called “REAL’s Dispute Resolution Process for EVCC”** |  | |
| **Please also tick ONE of the following declarations:** | | |
| **I confirm that I have entered into a contract with the EVCC member named on this form for the supply and installation of a home chargepoint and/or Related Product** | |  |
| **I confirm that I wish to provide feedback about the EVCC member named on this form, but I am not seeking redress from them** | |  |

If you are unable to tick one of these declarations, we may not be able to assist you with this matter through our Dispute Resolution Process. If you are unsure, please contact us for advice on 0207 981 0850.

**Section 1: Your details**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Title: |  | First Name: |  | Surname: |  | |
| Email: |  | | | | | |
| *Please note that if you provide an email address, our primary method of communication with you will be by email. If you would prefer to be contacted by post, please tick this box.* | | | | | |  |
| Address: |  | | | | | |
| Postcode: |  | | | | | |
| Telephone: |  | | | | | |
| Mobile: |  | | | | | |

**Section 2: Complainant details (if different to above)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *If you are completing this form on behalf of the consumer, please provide your details here.* | | | | | |
| Relationship with the consumer: | | |  | | |
| Title: |  | First name: |  | Surname: |  |
| Email: |  | | | | |
| Address: |  | | | | |
| Postcode: |  | | | | |
| Telephone: |  | | | | |

**Section 3: Is the company a member of EVCC?**

|  |  |
| --- | --- |
| *Please note that EVCC can only handle complaints about companies that are members of EVCC. If the company is not a member, we will treat your complaint as feedback.* | |
| *Please provide as much detail as possible about the company that is the subject of your complaint.* | |
| Company Name: |  |
| Address: |  |
| Postcode: |  |
| Name of Contact(s) at Company: |  |
| Website (if known): |  |

**Section 4: Technology and other organisations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | |
| If your complaint concerns a chargepoint, please give the name of the chargepoint manufacturer. | | | | | | |
| Chargepoint |  | | Chargepoint Manufacturer: | |  | |
| If your complaint concerns a Related Product, please list which product(s). | | | | | | |
| Related Product: |  | | Type of Related Product: | |  | |
| Other: | If other, please specify: | | | | | |
| Please confirm whether you have already contacted any of the following organisations about your complaint: | | | | | | |
| Citizens Advice Bureau | |  | | The finance provider | |  |
| Office for Zero Emission Vehicles | |  | | The chargepoint manufacturer | |  |
| EST Scotland | |  | | Trading Standards | |  |
| Your energy supplier | |  | | Other: | |  |
| The company’s Electrician Association | |  | | If other, please specify: | | |

Date on which you first complained to the company in writing: DD/MM/YYYY

Date on which you signed the contract with the company (if applicable): DD/MM/YYYY

|  |
| --- |
| Please give a brief outline of the cause of your complaint: |

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| --- |
| Please give a brief outline of any previous attempts you have made to resolve the complaint or dispute IN WRITING (include, if possible, name of contact at the company and email address): |

**Section 5: Outcome sought**

|  |  |  |  |
| --- | --- | --- | --- |
| What would you like to achieve through the dispute resolution process? (tick all that apply) | | | |
| *Please only tick the FIRST box below if you are completing this form because you want to make us aware of the company’s practices and* ***are not looking for any redress from the EVCC member****. Evidence of potential non-compliance will not be dealt with through REAL’s dispute resolution process, but will be investigated separately through our monitoring and/or disciplinary procedures. Although we are grateful for such information, we will be unable to update you on such internal investigations.* | | | |
| To make REAL aware of the company’s practices |  | To secure documentation from the company |  |
| To secure a refund from the company |  | To secure financial compensation from the company |  |
| Other |  | If other, please specify: | |

|  |
| --- |
| Please provide as much detail as possible about the specific outcome(s) you are seeking (continue on a separate page if necessary): |

**Are you happy for us to notify the company of your complaint?**

|  |  |
| --- | --- |
| Please tick here if you **do not want** REAL to contact the EVCC Member or former EVCC Member on your behalf regarding your complaint |  |
| If you have ticked this box, please specify why you do not want us to contact the EVCC member on your behalf: | |
| *If you tick this box, we will not share your personal data with the EVCC Member or former EVCC Member. This means that we will not be able to handle your complaint through our Dispute Resolution Process and we will treat your complaint as feedback only until such time as you provide your consent for us to contact the EVCC Member on your behalf.* | |

**Additional Information for consumers in vulnerable circumstances**

Your complaint will be handled through our Dispute Resolution Process which is based on written correspondence by email and telephone calls. All documents will be sent to you by email.

If you consider yourself to be in any vulnerable circumstances or have additional needs which means that you require support to engage with our process, we have extra support measures available which are:

a. provision of extra time to respond to email correspondence;

b. preference on communication style: telephone only/email only or both and documents sent by post only; and

c. seek the involvement of a trusted friend or relative to act on your behalf.

Please indicate in the box below the measure(s) you would find useful.

If there is any other additional measure that you would find useful which is not listed above, please inform us when we contact you and we will advise you on whether we can accommodate it.

The measure(s) you would find useful:

|  |
| --- |
|  |

Please note that you are not required to disclose details of your circumstances or additional needs.

Once you have completed this form, please return it by post or email:

Email: [info@electric-vehicle.org.uk](mailto:info@electric-vehicle.org.uk)

Post: REAL, Dispute Resolution Team, York House, 23 Kingsway, London WC2B 6UJ

Thank you for completing this form. We aim to contact you to acknowledge receipt of your form within 3 working days of receipt. At this stage you are not required to submit any supporting documentation; if we require additional documentation from you, we will request this in due course.

**End of Form**

**Important Information**

* Full details about EVCC’s Dispute Resolution Process can be found on our website: <https://www.electric-vehicle.org.uk/consumers/when-things-go-wrong>.
* Any complaint must be made by the consumer, or a relative or friend authorised to act on their behalf and at their request.
* If the issue you are complaining about has already been resolved, or if you are not seeking redress, then it will be treated as feedback rather than a complaint.
* If you are complaining about a EVCC member, you must be able to demonstrate that you have attempted to resolve the issues identified with the member.
* You must ensure the complaint is clearly defined and where possible clearly broken down into its constituent parts.
* We will ask you to provide certain documents and/or evidence once your complaint has been acknowledged. You do not need to provide this at the time of registering your complaint.
* In general, where you have initiated court action against a EVCC member, your complaint cannot be pursued through EVCC’s Dispute Resolution Process because it is an alternative to court action.