

DC Energy (SW) Ltd

Alternative Dispute Resolution (ADR) Policy

In Line with the Renewable Energy Consumer Code (RECC)

Document Reference: DCE-ADR-001

Version: 1.0

Effective Date: 24 May 2026

Review Date: 24 May 2027

1. Purpose

DC Energy (SW) Ltd is committed to delivering high standards of customer service, workmanship, and consumer protection in accordance with the requirements of the Renewable Energy Consumer Code (RECC). This ADR Policy explains the procedure followed when a customer complaint cannot be resolved through the company's standard complaints handling procedure.

2. Scope

This policy applies to domestic consumers, solar PV systems, battery storage systems, EV charging installations, maintenance and warranty disputes, and any works carried out under RECC membership.

3. Commitment to Resolution

DC Energy (SW) Ltd aims to resolve complaints quickly and professionally without the need for formal escalation. Customers are encouraged to contact the company directly in the first instance to allow reasonable opportunity for investigation and resolution.

4. Internal Complaints Procedure

Complaints should initially be submitted in writing to DC Energy (SW) Ltd via info@dcenergy.uk or by telephone on 01752 984440. Complaints should include the customer's details, installation address, description of the issue, desired outcome, and supporting evidence where relevant. DC Energy (SW) Ltd will acknowledge complaints within 5 working days and aim to provide a written response within 14 working days where possible.

5. Alternative Dispute Resolution (ADR)

If the complaint cannot be resolved internally, the customer may request escalation to an approved ADR provider. As required under RECC obligations, unresolved disputes may be referred to Green Homes Dispute Resolution (GHDR). Telephone: 0204 616 0015 | Email: hello@ghdr.org.uk | Website: www.ghdr.org.uk

6. Cooperation with ADR Providers

DC Energy (SW) Ltd agrees to cooperate fully with any approved ADR investigation and provide requested information promptly and professionally.

7. Consumer Rights

Nothing within this policy removes or restricts a consumer's statutory rights. Customers remain entitled to seek independent legal advice or pursue legal proceedings where appropriate.

8. Record Keeping

DC Energy (SW) Ltd will maintain records of complaints, investigations, correspondence, and outcomes in accordance with company procedures and data protection obligations.

9. Confidentiality & Data Protection

All complaint information will be processed confidentially and in accordance with UK GDPR and the Data Protection Act 2018.

10. Policy Review

This policy will be reviewed annually or sooner where legislation, RECC guidance, or company procedures change.

Approved By:

Tom Mawer

Director

DC Energy (SW) Ltd