



Consumer Advice: Which MCS complaints should be addressed to Consumer Codes?

One requirement for MCS approved installers is that they must belong to a Consumer Code Scheme approved by the Chartered Trading Standards Institute (CTSI). There are currently two approved codes that are recognised by MCS, as follows:

- The Renewable Energy Consumer Code (RECC) <https://www.recc.org.uk/>
- The Home Insulation and Energy Systems Scheme (HIES) <https://www.hiesscheme.org.uk/>

In principle the issues that consumers might have with MCS installers fall largely into technical areas (handled by the MCS Certification Body) and consumer care areas handled by the Consumer Codes. In practice some areas overlap.

HIES take the approach that they would prefer to take the lead on all types of complaint and you may be advised to approach them first to see if they will handle your case (they will inform us of issues that they need to involve us in).

RECC have identified where typical complaints should be raised, as indicated in the following helpful table (where the installer is both certificated by NAPIT and a member of the RECC Scheme):

| ISSUE | RECC | NAPIT |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|
| Communication issues / customer service | ✓ | |
| Damage to your property | ✓ | |
| Electrical or safety issues | | ✓ |
| Failure to refund a deposit or advance payment | ✓ | |
| Handover pack incomplete / warranties not provided | ✓ | ✓ |
| Incomplete installation / contract | ✓ | |
| Incorrect or missing MCS Certificates | | ✓ |
| Incorrect performance estimates | | ✓ |
| Incorrect information provided about eligibility, deadlines or application procedures for government grants or incentives, including the feed-in tariff and the Renewable Heat Incentive | ✓ | |
| Insurance for a deposit or workmanship warranty | ✓ | |
| Location of generation meter | | ✓ |
| Misleading information about the financial benefit of the system | ✓ | |
| Poor workmanship | | ✓ |
| Potential breaches of the Consumer Code | ✓ | |
| Repair work | | ✓ |
| System design | | ✓ |
| System fault that arose during the installation process | | ✓ |
| System fault that arose during the period of the workmanship warranty | ✓ | |
| System installed is not what was agreed in the contract | ✓ | |
| Technical queries | | ✓ |
| Underperformance of a system | ✓ | ✓ |
| Wrong brand of product installed | ✓ | |