

Complaints Policy



This policy applies to Orchard Community Energy, a community benefit society, and its fully owned subsidiaries. Complaints related to fully owned subsidiaries should be made to Orchard Community Energy not to the subsidiary.

Orchard Community Energy aims to provide its members and other stakeholders with the best possible service and support. However, we recognise that from time to time there may be occasions where those in receipt of our services or support feel that its quality or level falls short of what they reasonably expect.

As a community based organisation, we greatly value your goodwill and would expect to resolve any day to day difficulties informally and as quickly as possible. In the first instance please raise any such complaint with a board member by emailing info@orchardcommunityenergy.org with "Complaint" in the title line.

The more formal procedure set out below is intended for use by members and other stakeholders where the informal route has not resolved the matter.

This is what you should do:

Your formal complaint should be made by telephone, in writing or by email to the Chair of the board. The Chair will acknowledge the complaint in writing within 10 working days of receipt. If the complaint is about the Chair, the complaint should be sent to another member of the board.

This is what Orchard Community Energy will do:

The Chair and one other board member (or two board members without the Chair if the complaint is about the Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time - normally within 20 working days of the complaint being received.

The complainant will have the right, if dissatisfied with the results of the investigation, to put their case in writing to two further board members. The Chair and/or the investigating board member(s) will make all board members aware of the appeal and the other board members will agree which board members should deal with the appeal.

If the complaint is found to be justified either initially or on appeal, the Board will agree any necessary action with the complainant.

The decisions of the appeal panel and the Board are final. However, a complainant may pursue any matter further with any appropriate external bodies.

Record Keeping and Review

The Chair will keep the board informed of all open complaints at the quarterly board meetings.

Orchard Community Energy will keep records of complaints received and their resolution for a reasonable time to enable it to use these to identify trends and improve its operations. This may include information held in an anonymised form. Personal information will be managed in accordance with our privacy policy.

Complaints received, complaint trends and this complaints policy will be reviewed annually by the board.

Note

Members are reminded that a community benefit society is registered with, but not authorised by, the Financial Conduct Authority (FCA) and therefore the money paid for shares is not safeguarded by any depositor protection scheme or dispute resolution scheme. In particular, you have no right of complaint or recourse to the Financial Ombudsman Service in relation to your investment. Please see the declaration in the relevant Orchard Community Energy share offer document for further details.

Adopted by the Orchard Community Energy Board on 23rd February 2023