Complaint details form

For a complaint about renewable energy installation work

Fill in what you know. You can type into this PDF or print and write on it.

To complain to JME, send it to contact@jmegreenenergy.co.uk with any evidence.

This form is not the official MCS submission form.

1 Your details

Full name

Email address

Phone number

Installation postcode

Installation street address

Town or city

2 Installer and installation

Installer business name

MCS installation certificate number (if known)

Date contract was signed (DD/MM/YYYY)

Total contract price (GBP, if known)

Renewable technology (tick any that apply)

- ☐ Solar PV
- ☐ Heat pump
- ☐ Biomass
- ☐ Solar thermal
- ☐ Other

If other, please describe

Date you first raised the issue with the installer (if applicable)

Continue on page 2 with what happened, the outcome you want and evidence.

Complaint details

3 What happened?

Include dates, what went wrong and what you have already done to resolve it.

Your account

What would you like the installer to do?

4 Supporting evidence

Tick what you are sending separately with this form. Do not include originals.

- [ ] Signed contract or quote
- [ ] Emails or letters to and from the installer
- [ ] Photos of workmanship, safety issues or damage
- [ ] Other supporting documents

If the matter remains unresolved, use MCS's official Make a Complaint form:

https://mcscertified.com/make-a-complaint/

MCS may be able to help after 14 days with no installer response, or if you are unhappy with the response. Check MCS's guidance before submitting.