

Consumer information – Complaints

If you have exhausted the H.D. Services Ltd. internal complains procedure (see HD Complaints Procedure available on the HD Geothermal website) and remain unhappy with the outcome, you have the right to make a complaint to the Renewable Energy Consumer Code(RECC), to which H.D. Services Ltd. adhere.

The RECC is designed to assist in the resolution of disputes relating to the installation of small-scale domestic renewable systems.

The RECC website is located here: <https://www.recc.org.uk/>

To make a complaint to the RECC, please visit: <https://www.recc.org.uk/consumers/how-to-complain>