



Home Renewables Ombudsman

What to do if you have a complaint about the HRO's service?

We will do our best to handle every complaint received through our process in a fair and timely manner. However, we do appreciate that there may be occasions where you are not satisfied with how a complaint has been handled by us and, if so, we would like to hear from you.

Who can complain?

Both Complainants who have made a complaint about an HRO Accredited Business and an HRO Accredited Business can make a complaint about the service provided by the HRO.

You are only able to complain about how we have handled a complaint, not about the Ombudsman's decision itself. All decisions published by the Ombudsman are final.

Stage 1 Talk to us

If you are unhappy with the service you received from us, please tell us at the earliest opportunity and we will try and resolve it for you.

Step 2 Make a formal complaint in writing

If we cannot resolve it for you informally, you can make a complaint in writing to the Chief Executive of the HRO at ombudsman@hro.org.uk (or see [Contact Us](#)). In your complaint you should provide the complaint reference number, your name and preferred contact information, and set out the reason for your complaint and why you think our service fell below the standard you were expecting. You should also confirm how you would like your complaint to be resolved. You will receive a final written response within 15 working days.

Step 3 Escalate your complaint to CTSI

If you are still not happy with the final response to your complaint from the Chief Executive of the HRO, you may refer your complaint about our service to CTSI at adrenquiries@tsi.org.uk or CTSI, 1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, Essex, SS15 6TH. CTSI is independent of the HRO and its own timeframes for response will apply.