



Heating & Ventilation Certification Associates Ltd

Facilitating the resolution of complaints against members of the scheme

H&VCA has transparent and effective procedures that promote investigation, adjudication, and mediation for dealing with complaints both against the Accreditation Scheme itself and against individual Energy Assessors who are accredited with H&VCA Ltd.

The procedures are accessible and available at no cost to customers and will provide effective redress where this is appropriate.

We require all members to have the same.

Where lodged complaints cannot be resolved to the customer's satisfaction by the scheme members, complaints should be referred H&VCA for a decision as set out in H&VCA complaints procedure. H&VCA also has independent third party mechanism for resolving complaints which is operated on behalf of the H&VCA accreditation scheme. H&VCA has operational separation from the independent third party.

Complainants are not deprived of their legal rights by participating in H&VCA customer complaints process.

H&VCA will report complaints that involve apparent criminal activity to the police.

Members of H&VCA Scheme must have their own comprehensive complaints procedure that complies with the following:

- Procedures should be established for responding promptly and efficiently to customer complaints against members.
- Transparent and effective procedures should be established to promote investigation, adjudication, and mediation procedures for dealing with such complaints.
- Such procedures should be accessible and available at no cost at the point of access to customers and (where appropriate) provide effective redress.
- Where complaints cannot be resolved to the customer's satisfaction, complaints should be referred to H&VCA for a decision.
- Members should ensure customers understand that they are not deprived of their legal rights by participating in the members or H&VCA customer complaints process.
- Members must report complaints that involve apparent criminal activity to the police.