



Complaints Procedure

This information explains the process for making a complaint.

It is expected that complaints are likely to fall into one of the following categories:

- Complaints against a decision
- Complaints about process and procedures
- Complaints about certified person - an installer
- Complaints about subcontracted providers - e.g. an assessment centre

We hope that any complaint made can be resolved quickly and without the need for a formal hearing, however that option is available if necessary.

Making a complaint:

Although we are happy to talk to you about any concerns you have, any verbal complaint must be followed up formally in writing if you want it to be pursued. This is a policy decision taken by the company directors and has been done to ensure that the full details and concerns put forward by the complainant are clear and explained in their own words. Verbal complaints or comments that are not followed up in writing will not be pursued.

Complaints about the outcome of an assessment or about an assessment centre:

Any complaints about the outcome of an assessment should be raised first with the assessment centre. All UK Certification Ltd approved centres have complaints procedures and someone appointed at the centre to deal with complaints - usually the Centre Manager.

We will be made aware of any complaints raised through our audit process of each centre and will work with our centres to help them handle complaints and manage the outcomes, if necessary.

If you are not satisfied with the outcome of a complaint or feel it was not handled correctly, you have the right to complain to UK Certification Ltd. We are happy to talk to you about any complaint, but please remember that the details must be put in writing if you want it to be pursued.

The written complaint should contain the following information:

- Name and address
- Details of the complaint - what it is you are unhappy about
- A summary of any action taken so far
- What action you would like UK Certification Ltd to take
- What outcome you would like to see happen

What happens next? :

Your complaint will be investigated by one of the managers at UK Certification Ltd, who will prepare a report for the Managing Executive to consider. You will be provided with a full written response that explains the investigation, the details gathered, the decision reached and the reasons for that decision.

If you are not satisfied with the outcome, you can request that your complaint is considered by the Complaints Sub Committee. This group of people is made up of members of UK Certification Ltd's Impartiality Committee, which acts as an oversight body, ensuring we follow all procedures and act in an impartial, ethical and fair manner. Full details of the hearing process are shown below.

The Appeals or Complaints Hearing

Appeals and complaints hearings are available to those who:

- are not satisfied with the outcome of their formal complaint, or
- wish to appeal against a decision to refuse certification.

In the case of a complaint, the hearing would only take place as a final stage in the process where the complainant remained unsatisfied with the investigation of their complaint. A sub-committee of the main Impartiality Committee will be arranged to hear the case being made by the dissatisfied party. A mutually convenient date and venue will be arranged for the hearing. The committee and the complainant/appellant will be provided with copies of all paperwork relating to the case that have been generated so far.

The Chair of the committee will direct the hearing. He/she will introduce the panel members and explain their role. Officers from UK Certification Ltd will attend the hearing to provide information and answer questions, but will not take any part in the decision process.

You will be asked to explain your complaint or the reasons for your appeal. The committee members may ask questions. The representative from UK Certification Ltd will be asked to explain what has been done so far to investigate the complaint or, for an appeal, the reasons why certification was refused.

The hearing will be drawn to a close when the committee are happy they have gathered all the information they need to make a decision. UK Certification Ltd representatives are not involved in the decision making process. The committee chairman will confirm the decision in writing within 3 working days of the hearing and confirm what action will be taken as a result of the decision.