



UK Certification Policies

Qualifications & Certification for the Building Services Industry

Complaints Policy



Introduction & Purpose of this Policy

This policy is aimed at any party who wishes to complain against a product or service delivered by UK Certification, which includes our network of Approved Centres.

- Any complaints we receive will be dealt with efficiently and effectively with the aim of resolving any issues as quickly as possible to the satisfaction of the customer.
- Complaints regarding Approved Centres should be made directly to the Centre before making a complaint to UK Certification. We can only accept a complaint after the Approved Centre has had the opportunity to resolve it. However, if the complainant does not want to deal with the
- Approved Centre, we can act as an intermediary while still allowing the Approved Centre to review the complaint and propose a resolution.
- The policy is also for use by our staff to ensure they deal with complaints in a consistent and timely manner.
- It is our aim to always treat each complaint fairly and consistently, in line with our policies and processes and to ensure any complainant can make a complaint without fear of discrimination or reprisal.
- Anonymous, or verbal complaints will not normally be logged and investigated, unless evidence is presented to UK Certification which warrants further investigation.
- UK Certification cannot investigate complaints relating to financial or contractual disputes between an assessment centre and its customers.

What is a Complaint

- This complaint policy does not cover certification or qualification decisions made by UK Certification, this is covered separately by our Appeals Policy.
- Should a complaint be submitted which is in fact an enquiry or an appeal, we will inform you that the issue is being considered in accordance with the relevant policy.
- If you are unsure whether to raise a complaint or an appeal, we would advise you to contact UK Certification and we will be happy to talk to you about any concerns you have.

How to make a Complaint

- Any Complaint request should be submitted using the relevant Complaints Form which is available via the UKC Approved Centre Hub, the UKC website or directly from UK Certification Head Office Team.
- When completing the complaint form include all relevant information, including reasons for the complaint and all supporting evidence.
- 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 UK Certification and has been implemented 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 normally be pursued.

Complaint Timescales

- All complaints to UK Certification will be acknowledged within 2 working days and we aim to respond with an outcome decision within 10 working days.
- Your complaint will be investigated by Senior management at UK Certification, who will prepare a report for consideration.
- 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.
- In some cases, the review process may take longer as further evidence or an investigation may be required. In such instances we will contact the complainant to inform them of the likely revised timescale.

Appeals

- If you are dissatisfied with the outcome of the complaint, you may appeal this within 20 working days of UK Certification decision. Please refer to our Appeals Policy which can be found on the UK Certification website.

Vexatious & Persistent Correspondence

- We offer a transparent complaints procedure and will keep complainants informed throughout any investigation.
- However, complainants must allow sufficient time to carry out a thorough investigation. We will not engage with abusive or persistent correspondence from complainants, once a decision has been reached.
- Repeated contact with no new evidence and /or abusive correspondence from a complainant will be considered as vexatious correspondence.
- Where correspondence and /or behaviour are deemed to be vexatious, we will refer the complainant to this policy, explaining that if the communication continues in this manner all correspondence will cease.
- Customers who remain dissatisfied with an outcome of a complaint may take their complaint to the appropriate Regulator.

Privacy Policy

- It is necessary for us to collect and hold personal information about you in order to investigate your complaint.
- We will hold the information you provide to us securely and use it to help us to investigate your concerns. For more information please access our UK Certification Privacy Policy.

Review Arrangements

- We will continually improve our Complaints Policy through reviews of our activities and revise it in line with any feedback from customers, regulatory authorities or external agencies.
- As a minimum our Compliance Team will review this policy annually to ensure it continues to meet the needs of our customers and the Regulators.
- If you have any queries about this policy, please send an email to info@ukcertification.co.uk



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