

Complaints Handling Procedure



Objective:

Nixon Plumbing & Heating shall have in place and operate a documented complaints procedure appropriate for receiving, recording, acknowledging, and resolving all complaints from clients in line with PAS2030:2019.

As a TrustMark Registered Business we are also part of the Government Endorsed Quality Scheme and as such have an obligation to handle disputes fairly and within compliance of the Code of Conduct and Customer Charter. We will use the Code of Conduct and Customer Charter to positively promote to consumers the benefit of using the quality mark and ensure we respect the wishes and welfare of consumers and operate in a way which protects their homes and property.

Where a complaint specifically relates to a Retrofit Assessment then we also follow the ecmk complaint procedure and terms and conditions of their membership scheme which is available to view here: <http://www.ecmk.co.uk/home-owners/what-to-expect-from-your-energy-assessor/>

The TrustMark Framework Operating Requirements (FOR) requires a TrustMark Registered Business to provide a consumer with suitable financial protection for a period of two years MINIMUM with some 25 years or more depending on the measure such as Cavity Wall Insulation and External Wall Insulation covering product warranty and workmanship guarantees. Any guarantee complaints will be included as part of our complaints handling procedure.

We will ensure that consumers have access to a speedy, accessible, clear and user-friendly dispute process, which is free of charge, up to the point of Alternative Dispute Resolution (ADR) and helps to reduce the need for legal action.

We will aim to reach an amicable solution, wherever possible, building increased consumer confidence and improving customer satisfaction.

This document is the Complaints Handling Procedure within our organisation. This document will be updated as necessary to reflect procedural changes and amendments. The purpose of this document is to describe our Complaints Handling Procedures and to outline our plans and responsibilities for identifying and addressing our Customer Care procedures. The Complaints Handling Procedure links in with Quality Assurance controls and Auditing procedures to effectively monitor the overall skills, training and quality of workmanship possessed by our contractors and our overall service delivery to customers and clients.

Great lengths have been taken to create a culture within the company, where everyone works for each other in the achievement of our objectives, principally being the delivery of our customer's requirements accurately first time, on time, every time. To meet these objectives our main criteria is continuous improvement.

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All staff and personnel working with our organisation on ECO delivery to include any subcontractors will receive appropriate training, coaching and development to handle complaints, including what we do and how we do it. Refresher training and coaching will be given to keep people up to speed and motivated and inform them of trends and issues identified from a variety of sources. We will make sure they understand what to do if they receive a complaint as we are responsible for the sub-contractors that we employ to complete work.

Overall Scope:

All areas of operation, including complaints received from or via Installers, Assessors, Consumers and third parties and customer guarantee complaints.

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Our aim is to:

- Ensure customers understand how to make a complaint by putting this information on our website.
- Ensure consumers have access to a speedy, accessible, clear and user-friendly dispute process, which is free of charge, up to the point of Alternative Dispute Resolution (ADR) and helps to reduce the need for legal action.
- Nominate one person, who is responsible for recording all complaints.
- Help all parties reach an amicable resolution, wherever possible, building increased consumer confidence and improving customer satisfaction. We want to resolve the complaint as swiftly and politely as possible.
- Ensure staff understand their obligations for the proper management and handling of consumer disputes.
- Ensure we can deal swiftly with breaches of the Code of Conduct, so that consumer detriment is reduced, and disputes are minimised.
- Ensure vexatious or unjustified disputes are dealt with efficiently, fairly and firmly.
- Maintain a responsive, timely, accessible and user-friendly dispute resolution and disputes handling process; operate to timescales and that is free of charge to the consumer up to the point of ADR. All process must consider the requirements of all current and newly updated consumer protection legislation.
- Provide the same level of co-operation with local consumer advisers, Ofgem, energy suppliers, insurance backed guarantee providers or any other intermediary acting on behalf of a consumer when making a dispute, as we would when dealing directly with the complainant.

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- Co-operate fully with TrustMark on any dispute handling issues and provide related documents and statements upon request. Where it is deemed necessary by TrustMark to commission an independent site visit/survey then we would cooperate fully.
- Keep a copy of any complaints we receive and have a good system for keeping records compliant with data protection law for at least six years or the duration of any guarantees (whichever is longer).

When acting as a Retrofit Installer we take full responsibility for the quality of work, compliance with the Code of Conduct and any other legal requirements in respect of work carried out by our employees and/or sub-contractors.

EXAMPLE PROCESS Dealing with complaints



If things do go wrong, your first step should be to contact **Jason Nixon t/a Nixon Plumbing & Heating** who carried out the works, to give us an opportunity to address your concerns and put things right. If you feel that you have exhausted this process, and cannot agree on a resolution, your next step should be to contact the business Scheme Provider.

Business who carried out the works

Nixon Plumbing & Heating
Colomendy Industrial Estate
Unit 1 Norparc
Denbigh
LL16 5TA

Tel: +44 (0) 1745 284 700

www.nixonplumbingandheating.co.uk

Scheme Provider

British Assessment Bureau Certification
Unit 8
North East Business & Innovation Centre (BIC)
Wearfield
Sunderland SR5 2TA

Tel: 0191 222 0306

www.british-assessment.co.uk

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TrustMark License Number:

Under the TrustMark Framework Operating requirements, Scheme Providers are responsible for the conduct of their members and must do their best to help resolve disputes between businesses and their customers. If the dispute is complex, the Scheme Provider may suggest using an Independent Alternative Dispute Resolution (ADR) provider to help resolve the matter.

TrustMark understand that dealing with disputes can be stressful and their priority is to help consumers achieve fair, timely and cost-effective solutions. Their role is not to investigate specific consumer complaints, but to work closely with Scheme Providers, and their Registered Businesses, to ensure that the correct process and procedures within the TrustMark Scheme have been followed.