



Complaints Procedure

We aim to provide a high quality and professional service; however, you may feel that you have a reason to complain about an aspect of our work.

We look to resolve all enquires and complaints quickly and to your satisfaction, however, if you are unhappy with our response, then you can take your complaint further through the Formal Complaints Procedure.

We operate a fair, open and honest Complaints Procedure in accordance with the requirements of the Domestic Energy Assessor Accreditation Scheme.

We will communicate with you at all times in plain English by explaining any technical or legal terms and avoiding the use of jargon.

How to make your complaint

If your initial enquiry is not resolved, then you can send a written statement, to which we will reply to within five working days. At this point, we will let you know when you can expect to have an initial response and when you can expect an investigation to be fully completed. A complaint will normally take four weeks to deal with fully.

If there are valid reasons for the investigation taking longer, then we will keep you fully informed in writing, telephone or e-mail, however you prefer and you will receive a response at the latest within 6 weeks.

Please direct all correspondence to:

Jeff Smith
17 Cypress Road,
Southport.
PR8 6HE.
Telephone: 01704 386251. Mobile: 07840763866. E-mail: jeffrey-smith@sky.com

If you wish to take matters further

If, after all our efforts, you are still not completely satisfied, then we will refer the handling of your complaint to the NHER Domestic Energy Assessor Accreditation Scheme Complaints Handling Process.

You can also refer your complaint to NHER at any time if you are not satisfied with the way we are dealing with your complaint.

NHER can be contacted in any of the following ways.

NHER. The National Energy Centre.
Davy Avenue,
Knowhill,
Milton Keynes. MK5 8NA.
Telephone: 01908 540605. E-mail: info@sava-cs.org.uk

Following the complaints procedure does not affect your legal rights.

Compliance with Auditing and Monitoring Requirements of the Regulatory Bodies

The terms of this contract imply that all works will be carried out in accordance with the monitoring and auditing requirements of the NHER Accreditation Scheme of which we are members and bound by its Professional Code of Conduct.