

# **GAS SAFE REGISTER**

## **Customer Charter**

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## **Contents**

1. Our Mission.....	3
2. Our Values.....	3
3. Our Commitment to You .....	3
4. Our Expectations .....	4
5. Unreasonable Requests and Communications .....	5
6. How to Contact Us .....	6
7. Accessibility .....	6

## 1. Our Mission

### *Keeping people 'Gas Safe'*

Gas Safe Register is the registration body appointed by the Health and Safety Executive (HSE) to manage the gas safety register in Great Britain - it also operates in Northern Ireland, Isle of Man and Guernsey. Our primary purpose is protecting the public from unsafe gas work. We do this by holding the Register, on behalf of HSE, of those who are competent and qualified to work on gas. The Gas Safe Register is the only official Register for gas businesses.

We are dedicated to providing a high level of service and committed to improving customer service and standards.

We constantly seek to improve the quality of the service we provide. This Customer Charter will help you understand what we do, how we do things and when we will do them.

## 2. Our Values

In providing our services we value:

- Meeting the needs of registered businesses and consumers.
- The professionalism of our staff.
- Effective communication, including accepting your feedback on our services.
- Our integrity, approachability and transparency.

## 3. Our Commitment to You

1. We will deal with you in a fair, open and transparent way - we will not take sides.
  - *Our staff will be polite, helpful and professional at all times.*
  - *Our staff will treat you and your property with respect.*
  - *We will communicate clearly and without jargon (although sometimes we may need to provide technical information on reports).*
  - *If we are unable to help you we will honestly and clearly explain why.*
  - *We will listen to what you have to say.*
  - *Our staff will give you their name and the name of the service you are calling.*
  - *We will offer to call you back when we cannot respond to your query immediately.*
  - *If the service you call is not the appropriate service to help with your enquiry, we will make sure we put you in touch with the appropriate service and, where appropriate, direct you to other organisations that may be able to help.*
  - *Our Inspectors will introduce themselves and provide identification if they visit your property.*
  - *We will apologise if we get things wrong and do our best to put things right.*
  - *We will be open and transparent about our procedures*

2. We will deal with your correspondence and requests in a prompt and professional manner. This list gives some examples of what you can expect:

- *Our operating hours are between 7.30am and 7.00pm Monday – Friday and between 8am and 1.00pm on Saturdays.*
- *Our automated telephone and web services are available 24 hours.*
- *Calls into our office will be answered promptly and politely.*
- *Field based staff work remotely and will respond to telecoms and email by the end of the next business day.*
- *Correspondence and emails will be responded to within 5 business days.*
- *Gas safety complaints against registered and unregistered businesses are evaluated and where appropriate, appointments are normally booked with consumers within 10 business days.*
- *Complaints against Gas Safe Register service will be acknowledged within 3 business days and responded to within 10 business days.*

3. From time to time we need to handle personal information about you so that we can provide services for you. We will take every precaution to protect your personal data. We promise to:

- *Make sure you know why we need it.*
- *Only ask for what we need and not to collect too much or irrelevant information.*
- *Have systems in place to protect your personal data and make sure nobody has access to it who shouldn't.*
- *Let you know if we share it with other organisations.*
- *Make sure we don't keep it longer than necessary.*
- *Not make your personal information available for commercial use.*

Further guidance on the type of information we capture and how we use it can be found in our Privacy Policy a copy of which is available on our website

<https://www.gassaferegister.co.uk/who-we-are/our-policies/>

4. We aim to provide a high level of service to all our customers, but sometimes things can go wrong or we may be unable to meet your expectations. If this happens we want to know so we can improve our processes and service. Therefore, you can:

- *Provide feedback to enable us to improve our service.*
- *Call us to discuss the issue and, if a resolution cannot be attained; make a formal complaint. Information about how we operate and how to make a complaint is available at the following web page: <https://www.gassaferegister.co.uk/who-we-are/our-policies/>*

## 4. Our Expectations

1. To be treated with respect – we will not tolerate any form of abuse towards our staff.

Whilst we accept there are times that those in contact with us may feel angry or frustrated, we do not consider it acceptable when aggressive, abusive or offensive language or behaviour, regardless of the circumstances is directed towards our staff. Gas Safe Register has a zero-tolerance position on violence and threats against our staff and this behaviour will be reported.

Examples of this behaviour include but are not limited to:

- Threats of or actual physical violence.
  - Verbal abuse/swearing.
  - Inappropriate cultural, racial or religious references. Rudeness, including derogatory remarks.
  - Inflammatory statements.
  - Raising unsubstantiated allegations.
2. For understanding - our overarching concern is for your gas safety. Therefore, there may be occasions when we are presented with a safety concern that takes priority over more routine work. When this happens, we may need to rearrange an appointment. We will explain why, to help you understand our priorities.

## 5. Unreasonable Requests and Communications

On occasions, our customers may make unreasonable demands through the amount of information they seek, the nature and scale of service they expect or the number of approaches they make. We will do our best to respond positively and make decisions on a case by case basis, but there may be times we have to reluctantly refuse requests.

## 6. How to Contact Us

The quickest way to contact us is to call our Customer Services Team direct on 0800 408 5500 but you can also contact us by letter, email or fax, if you prefer.

Gas Safe Register's website is also full of information about the services we provide and holds a wealth of information about gas safety. You can make a complaint via the website if you have any concerns about any gas work you have had carried out.

Address: Gas Safe Register  
PO Box 6804  
Basingstoke  
RG24 4NB

Telephone: 0800 408 5500

Fax: 01256 341501

E-mail: [enquiries@gassaferegister.co.uk](mailto:enquiries@gassaferegister.co.uk)

Website: [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk)

## 7. Accessibility

If for the purpose of accessibility, you require any assistance when communicating with us please let us know so that reasonable adjustments can be made to aid your communication or improve access to our services.