

# **GAS SAFE REGISTER**

## **Policy for Complaints against the service provided by the Register**

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## **1. Introduction**

Every year Gas Safe Register deals successfully with thousands of customers and Gas Safe registered businesses. We understand that unfortunately things can occasionally go wrong or that your expectations are not always met. When this happens, we need to understand the difficulties faced so that we can, as appropriate apologise and:

- Improve the standard of services we deliver.
- Put things right when they have gone wrong.
- Learn from our mistakes.
- Where things are beyond our control – explain our remit, limitations and seek to improve our communication to set expectations appropriately.

The aim of this policy is to provide a fair, consistent and structured process for our customers if they are dissatisfied with the service they have received from us. Emphasis will be placed on resolving complaints that fall within our remit as quickly as possible.

Gas Safe Register views complaints against the service as opportunities to learn and improve and provide better services, as well as a chance to put things right with the individual who has made a complaint.

We will ensure our staff are equipped to deal with complaints efficiently and effectively, and lessons learnt from complaint investigations will be used to directly inform service improvements.

## **2. What is a complaint against the service offered by Gas Safe Register?**

A complaint is any expression of dissatisfaction, whether justified or not, about a service provided by, or a member of staff acting on behalf of, Gas Safe Register. This could be a failure to do what we said we would do, or perhaps you are unhappy with the way you were treated. Examples of a complaint include:

- A failure to provide an offered service.
- Giving incorrect or misleading information.
- Rude, unhelpful or inappropriate behaviour by staff.
- Poor communication.
- Disagreement with policy or process.

## **3. Our commitment**

As a consumer-focussed organisation we aim to provide a consumer-friendly website and offer several channels for your feedback, comments and complaints. We are committed to:

- Taking all complaints seriously.
- Following an open and transparent process.
- Providing a timely and meaningful response.
- Publicising the existence of our complaints procedure

- Auditing our complaints policy and procedures on a regular basis.
- Analysing the types of complaints, we receive to look for trends, areas of high risk and for opportunities to improve our services.

## **4. How to make a complaint against the service provided by Gas Safe Register**

If you are unhappy with the service provided by Gas Safe Register you can contact our Customer Services directly on 0800 408 5500, email your complaint to [enquiries@gassaferegister.co.uk](mailto:enquiries@gassaferegister.co.uk) or write to us at the address below, providing as much information as possible about your complaint and your expectation of us.

Gas Safe Register  
PO Box 6804  
Basingstoke  
RG24 4NB

In most cases complaints can be dealt with by directly speaking with a manager. Following receipt of your complaint we may call you back to discuss your complaint and see what we can do to help or rectify any problems.

Where you feel that this is inappropriate and your problem needs to be looked at in a more formal capacity you can make a formal complaint by writing to the address below.

The Complaints and Appeals Administrator  
Gas Safe Register  
PO Box 6804  
Basingstoke  
RG24 4NB

Or emailing your complaint to [enquiries@gassaferegister.co.uk](mailto:enquiries@gassaferegister.co.uk).

If you wish to contact us in relation to a complaint against our service that you have already raised and been issued with a complaint reference number beginning with CAS, you can email the Complaints and Appeals Administrator directly at [appealsadministrator@gassaferegister.co.uk](mailto:appealsadministrator@gassaferegister.co.uk).

This is our preferred method of communication for formal complaints against the service. However, for accessibility if you have any reason why this method of communication is not suitable, please let us know so that reasonable adjustment can be made to aid your communication or improve access to our services.

## **5. How will my complaint be handled?**

When dealing with complaints we will:

- Log your complaint and assign a reference number.
- Send an acknowledgement within 3 business days of receipt of your complaint.
- Respond to your concerns within 10 business days of the acknowledgement date.

- Investigate complaints by using the relevant Gas Safe department.
- Allocate another department manager to investigate the complaint, should we consider that a conflict of interest exists.
- In all cases, communicate the outcome of your complaint to you.

## **6. What if I am still dissatisfied?**

If you are unhappy with the way your complaint has been handled the following points apply:

- You may request a review of the complaint by writing to the Complaints and Appeals Manager providing your complaint reference number.
- You must state why you are unhappy and what your expected outcome of the complaint would be.
- A complaint review will take place within 10 business days of receiving a valid request.
- The complaint review will be conducted by a Complaint Review Team consisting of Gas Safe Register senior managers.
- The complaint review outcome will be communicated to you by your preferred method of communication within 2 business days of the review.
- The decision of the review panel will be final.

## **7. Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.