

OP08 - ELMHURST ENERGY COMPLAINTS PROCESS

Introduction

Elmhurst Energy Systems (EES) aim to provide high quality services to its Members and their Customers. Where complaints arise they will be dealt with promptly and professionally. The EES approach is to understand the root cause of complaints and develop its services using an ethos of continuous improvement.

A complaint is any statement in whatever form of communication from a person regarding concerns about the behaviour of a person or organisation associated with the production of an EPC, or outcome associated with the provision of an EPC.

Member Complaints processes

Whereby a complaint is initially made, EES request that the complaint is directed to the Member or Employer in the first instance and EES must also be informed by the Member of the complaint. Should a situation arise where the complaint is unable to be resolved at this level EES will deal with complaints directly from its Members, or members of the public. Under the EES Code of Conduct, Members are required to provide all their Customers with a copy of their own Complaints process and the EES Complaints Process. Members of the public should raise a complaint with EES only after any complaint has initially been raised to the EES Member or any company or organisation that they represent, unless the nature of the complaint means that this method is inappropriate.

Statutory Rights

Elmhurst Energy would like to point out that the legal statutory rights of the consumer are not affected should they wish to participate in the scheme's complaints process

Logging a Complaint

Complaints can be made one of two ways:

- Calling EES on **01455 883 250** and speaking with the relevant Business Unit (Existing Dwellings, Non Domestic or On Construction)
- Emailing EES using one of the following options;
 - existingdwellings-support@elmhurstenergy.co.uk
 - nondomestic-support@elmhurstenergy.co.uk
 - onconstruction-support@elmhurstenergy.co.uk

When logging a complaint the following information is required:

- Name of the person making the complaint
- Address of the person making the complaint
- Contact telephone number, mobile and email address
- Whether the person making the complaint will be available on the day the complaint is logged (to receive a call-back)

- Accreditation Number or Name of Member who carried out the work in question
- EPC/Survey number if applicable
- Date Energy assessment was completed
- Description of issue or complaint

Dealing with a Complaint

Elmhurst aim to respond within one day of a complaint being logged and the majority of issues will be dealt with by the Business Units. This response will consist of an initial assessment of the issue, potentially identifying a resolution and contacting the person who raised the complaint either by telephone or e-mail. If the complaint cannot be resolved before the initial response, EES will provide an estimate of the length of time required to resolve the issue and what will happen next, again via telephone or email. In any event the complainant will receive periodic feedback, unless specified otherwise.

If the complaint cannot be resolved by the relevant Business Unit, the Team Leader will be notified and be responsible for the resolution of the complaint.

If the complainant appeals the decision of the Team Leader then the matter will be referred to the Accreditation Committee. The Accreditation Committee consists of professional individuals employed by Elmhurst, but who do not work within the Certification Department. The Committee will ultimately be responsible for dealing with any appeal from a complaint.

If the complaint alleges that Elmhurst is in breach of its approved status, DCLG shall be advised.

Appeals

The decision of the Accreditation Committee can only be appealed against when it concerns a revoked membership. The appeal should be made within one calendar month of a decision being reached by the Accreditation Committee. The appeal shall be made in writing and shall set out the grounds of appeal.

The Appeals Panel is set up by the Chairman of the Oversight Board and constitutes three members; (not employed by Elmhurst or any affiliated companies).

The appeal documentation shall be considered by the Appeals Panel within one calendar month of receipt of the notice of appeal and, at the discretion of the panel any member, the appellant, employees of Elmhurst or any other individual may be invited to contribute in person or in writing. The Appeals Panel may either:

- Uphold the appeal;
- Defer the appeal for hearing or further hearing at such time and upon such terms and conditions as it may in its absolute discretion see fit; or
- Dismiss the appeal.

At the conclusion of the appeals procedure the Appeals Panel will inform the member of its decision and provide a copy of its reasons in writing.

The decision of the Appeals Panel is binding on all parties and no further escalation is available.