

COMPLAINTS RESOLUTION PROCESS

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

Reporting a complaint

Where a named person has commissioned an Energy Certificate from an Elmhurst Member, we request that any complaint is directed in the first instance to the Member who was instructed to carry out the assessment.

If for whatever reason the complaint is unresolved, complainants should visit Elmhurst's website, and record their complaint via an online form; this has been designed to capture the required information to enable us to make an initial investigation of the issue. Complainants are advised to have some key information to hand to facilitate the process:

- 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
- Complainants contact details

Investigation and Response

Elmhurst aim to respond within five working days of a complaint being logged; 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, Elmhurst will provide an estimate of the length of time required to resolve the issue and what will happen next.

N.B. If an audit of an Energy Certificate is required, in accordance with the Scheme Operating Requirements this may take up to 6 weeks. In any event the complainant will receive periodic updates, unless advised otherwise.

Once an investigation is complete, the complainant will be advised of the outcome by email.

Statutory Rights

The legal statutory rights of the consumer/stakeholder are not affected should they wish to participate in Elmhurst's complaints resolution process.

There will be no cost to stakeholders who participate in Elmhurst's complaints resolution process.

Escalation

Stage 1. If the complainant remains dissatisfied with the response to their complaint and believes they have a valid reason for Elmhurst to review the complaint, the complaint will be escalated to the next tier of management; relevant Business Unit Team Leader/Manager, and they become responsible for the resolution of the complaint.

Stage 2. If the complainant subsequently appeals the decision then the matter will be referred to the Accreditation Committee. The Accreditation Committee consists of professional individuals employed by Elmhurst, who have not previously been involved with this case. The Committee will ultimately be responsible for dealing with any appeal from a complaint. The decision of the Accreditation Committee will be final and there will be no further escalation available.

Stage 3. Appeal to an Independent Third Party Appeals Panel. This is available only in the following circumstances;

- a. Stakeholders who have been subject to stages 1 and 2 and wish to appeal the decision of the Accreditation Committee.
- b. Members who have had their Accreditation revoked and wish to appeal the decision of the Accreditation Committee.

N.B. Where a complaint is found to be vexatious, i.e. where the complainant makes a complaint or complaints solely for the purpose of harassing or pursuing the subject of the complaint, we may refuse the individual access to our complaints process; should this occur we will write to them explaining our reasoning.