



# Complaints Resolution Process

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**Elmhurst Energy**  
16 St Johns Business Park,  
Lutterworth, Leicestershire, LE17 4HB



elmhurst  
energy

## Complaints Resolution Process

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

### Submitting a complaint

We will consider the following complaints from stakeholders or Members:

- The quality of an Energy Certificate<sup>1</sup>
- The conduct of a Member within an Elmhurst Certification/Accreditation scheme
- Elmhurst Energy Systems Limited itself

<sup>1</sup> If a stakeholder has commissioned an Energy Certificate from an Elmhurst Member, we ask that the complaint be directed first to the Member who carried out the assessment. If for whatever reason the complaint remains unresolved, the complainant may submit a formal complaint via the online form on Elmhurst's website.

All complaints should be submitted through our [online form](#), which is designed to capture the required information for an initial investigation of the issue. To help us investigate efficiently, please ensure the following details are provided:

1. Accreditation number or name of the Member involved (if applicable)
2. Certificate Number (if applicable)
3. Date the assessment was completed
4. Description of the complaint
5. Your contact details

### Investigation Stage

Once sufficient information has been received, the complaint will move to the investigation stage. At this point, all aspects of the complaint will be thoroughly reviewed. If applicable, the associated EPC (Energy Performance Certificate) may be selected for audit.

Please note that the investigation process typically takes **up to 6 weeks** to complete.

**Important:** Once a complaint enters the investigation stage, no further information or evidence can be submitted. We strongly encourage all relevant details and supporting documentation to be provided before the investigation begins.

## Final Response

Upon completion of the investigation, Elmhurst will issue a formal response via email, outlining the findings and any actions taken as a result

## Statutory Rights

Participation in Elmhurst's complaints process does not affect your statutory rights.

There is no cost to stakeholders for using our complaints resolution process.

## Escalation

If you remain dissatisfied after reviewing our response, you may refer to our escalation policy (OP76). Please ensure that any request for escalation is supported by a clear and valid reason, in line with our guidelines

N.B. In cases where a complaint is deemed to be vexatious (see Appendix 1) Elmhurst reserves the right to refuse access to the complaints escalation process; should this occur, we will provide a written explanation.

## Appendix 1: Vexatious complaints

A vexatious complaint is defined as one that is pursued, regardless of its merits, with intention to harass, annoy or subdue somebody; something that is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted.

Elmhurst consider a complaint as vexatious where the complainant:

- Persists in pursuing or escalating the complaint, without providing reasonable justification or new information when the complaint has already been addressed.
- Seeks to prolong contact by continually changing the substance of a complaint or by continually raising further concerns or questions whilst the complaint is being addressed.
- Fails to clearly identify the substance of a complaint, or the precise issues which may need to be investigated despite reasonable efforts by the manager to assist them.
- Complains solely about trivial matters to an extent which is out of proportion to their significance.
- Makes excessive contact with the manager or seeks to impose unreasonable demands or expectations on resources, such as responses being provided more urgently than is reasonable or necessary

- Makes continual complaint about the methodology of Energy Certificates, such that the scheme cannot offer any further assistance beyond an explanation of how the methodology works.



### Contact Details

Should you require any further clarification, please contact us at:



Elmhurst Energy  
16 St Johns Business Park,  
Lutterworth,  
Leicestershire,  
LE17 4HB



01455 883 236



[enquiries@elmhurstenergy.co.uk](mailto:enquiries@elmhurstenergy.co.uk)



[www.elmhurstenergy.co.uk](http://www.elmhurstenergy.co.uk)

