



Sterling Accreditation Limited
Setting the Standard

Customer Complaints Procedure

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1.0 Sterling Accreditation Customer Complaint Procedure

Sterling Accreditation aims to provide a high level of service to its members and customers alike. Where a complaint arises we will deal with it promptly and effectively. Under the Sterling code of conduct Energy Assessors are required to provide all their customers with a copy of their own complaints procedure and the Sterling Accreditation complaints procedure, on request

Whether complaints are verbal or written they will be treated as complaints and not as 'queries.' Once identified as a complaint Sterling Accreditation will implement the following:

- Each complaint to be acknowledged
- Timescales given to resolve the complaint
- A named point of contact is assigned to deal with the complaint
- The outcome of the complaint is recorded

2.0 Logging a Complaint

2.1 Sterling Accreditation requires complaints to be logged electronically, either via email, the Sterling Accreditation website or in writing via Sterling complaint form SQAD 7.4. The information required, from the complainant, in order that the complaint can be acknowledged is as follows:

- Name and address of complainant
- Contact details: daytime number, mobile number and email address
- Name or Membership No. of Assessor who carried out the Energy Assessment
- RRN number of report if available or full address and post code of site surveyed
- Date the energy assessment was carried out
- Description of complaint or issue.

3.0 Resolving a Complaint

3.1 Upon lodging a complaint Sterling Accreditation acknowledges it electronically within one business day. The acknowledgment will provide an initial assessment of the issue, potentially identifying a resolution and a member of the Sterling Helpdesk will contact the complainant immediately. If the complaint cannot be resolved immediately a written response will be issued by the Quality Manager with timescales on the resolution of the complaint.

3.2 Customers are free to exercise their right to make a complaint on the basis that they are not deprived of their legal rights by participating in the Accreditation Scheme's customer complaints process

3.3 All complaints that involve apparent criminal activity are reported to the police



- 3.4 Unresolved complaints are referred to an independent third party Appeals Panel, The Chartered Institute of Civil Engineers, for resolution. The Independent Panel consists of three members who:
- Have not been directly involved in the process
 - Have no direct interest in the decision
 - Are qualified in the field of Energy Assessments for the relevant sector if appropriate.
- 3.5 The Independent Panel decision is binding on the Energy Assessor, but not to the complainant, who is still entitled to their legal rights
- 4.0 Key Elements of the Complaints Handling Process for Assessors
- The Complainant is not deprived of their legal rights at any time
 - A Complainant must not incur additional charges or fees as a result of lodging the complaint
 - All complaints are formally acknowledged and documented
 - Each complaint is dated and assigned a reference number
 - Notify the complainant if a complaint cannot be resolved
 - Referral of complaint to a third party if no resolution is agreed.