

Consumer Complaints

Step 1

Talk to the tradesperson about the problem to give them a chance to put any problems right or to finish any work that is not finished. If you are still not satisfied, you should send your complaint, in writing, to the approved scheme operator who is monitoring the tradesperson (step 2).



Step 2

The scheme operator will investigate your complaint. Each scheme operator has their own clear customer complaints procedure, which must be fair. They will deal with complaints about the standard of work, materials and customer service. The scheme operator may also charge you for a full site inspection. However, if you or the tradesperson takes legal action at this stage, the scheme operator has the right to suspend or end the complaints process. If the scheme operator agrees with your complaint, the tradesperson will have to put the situation right. The scheme operator may also decide on disciplinary action against the firm. Or, the scheme operator may find that your complaint is not valid. In this case, you can appeal or move to step 3.

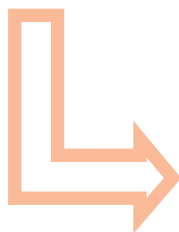
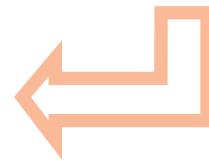
Step 4

You can complain to us about the way the scheme operator has handled your complaint. We then investigate whether the scheme operator acted properly. We cannot investigate the issue your original complaint was about.



Step 3

If you are not happy with the scheme operator's decision, you can use a low-cost independent resolution service such as adjudication, mediation, arbitration or conciliation schemes. Each of these services works slightly differently, but all are designed to solve problems without going to court. If you feel that the scheme operator has not followed their complaints procedure or dealt with the matter in the way they said they would, you can complain to us (step 4).



Step 5

If we find that the scheme operator acted correctly, your complaint will stop there. If we find that the scheme operator was at fault, we can take a number of measures. This ranges from making the scheme operator look at your complaint again, to taking disciplinary action against the organisation, which would mean we no longer approve them.