



Sterling Accreditation Limited
Setting the Standard

Member's Complaints Handling Procedure

Sterling Accreditation Limited
Lowry Mill
Suite 16, Lees Street
Pendlebury
Manchester
M27 6DB

t: 0161 727 4303
e: info@sterlingaccreditation.com
w: www.sterlingaccreditation.com



1.0 Dealing with a Customer Complaint

1.1 Sterling Accreditation requires that all its members or their employers operate a customer complaints policy and procedure in accordance with the guidelines detailed in this document.

1.2 Where complaints arise they must be dealt with promptly and professionally. They must be treated as complaints and not as 'queries.' Once identified as a complaint Sterling Accreditation expects implementation of 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.

1.3 Sterling Accreditation operates a process of escalation and the Member is encouraged to resolve a complaint himself where possible. It is imperative that the complainant is formally made aware of their right to refer their complaint directly to the Scheme. In all cases Sterling Accreditation must be kept informed when a complaint is made as per the guidelines set out below and kept updated on progress.

1.4 The Member is expected to keep full detailed records of all correspondence with the complainant.

2.0 Logging a Complaint

2.1 When referring a complaint to Sterling Accreditation, complaints must be logged electronically, either via email, the Sterling Accreditation website or in writing Sterling complaint form SQAD 7.4.1 . 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 site address and full post code;
- Date the energy assessment was carried out;
- Description of complaint or issue.

2.2 A record of these details must be kept by the Scheme Member regardless of whether the complaint is referred to the scheme.



3.0 Resolving a Complaint

- 3.1 Upon lodging a complaint Sterling Accreditation acknowledges it electronically within two business days. 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 Appeals Panel for resolution – see SQAD 7.1. The Panel consists of three members of the Scheme 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 Panel decision is binding on the Energy Assessor, but not to the complainant, who is still entitled to their legal rights.

3. **Key Elements of the Complaints Handling Process for Assessors**

- The Members' Complaints Procedure is freely available to customers, if requested;
- The Energy Assessor must add their contact details and the Accreditation Scheme contact details on their complaints process information document;
- 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;
- The Energy Assessor adheres to the timescales given throughout the complaint resolution process;
- The Energy Assessor advises the complainant that they can escalate their complaint to Sterling Accreditation at any time, if they wish to do so;



- Notify the complainant if a complaint cannot be resolved;
- Referral of complaint to a third party if no resolution is agreed.

4.1 The Accreditation Scheme must be notified of all complaints with full details as described previously in this document. All details must be kept up to date and this information should be made available to the relevant parties when requested.

END