

**Objective:**

To ensure that we conduct our business activities in a way that complies with applicable legislation, and in line with the requirements of both the PAS 2030:2014 Edition 1 and the Green Deal Code of Practice v3. In addition to this, to also ensure that our accredited installer Certification Body is informed of any material changes in our business or organisation that may affect our continued PAS 2030 certification.

Scope:

General business practice, insurance requirements, the Green Deal Code of Practice and our relationship with our accredited installer Certification Body.

Business Practice Procedure:

The Quality Representative will be responsible for checking that all required insurances remain in force and sufficient for the activities we are involved in. See GD P23 – Internal Audit Procedure.

Where required by the Green Deal Provider, all installations carried out under the Green Deal will be registered with an appropriate insurance company to ensure that should we fall into receivership, administration or bankruptcy, our liabilities under that warranty will be fulfilled.

We will at all times comply with the current version of the Green Deal Code of Practice in as far as it refers to Green Deal installers.

We will comply with the requirements set down by our accredited installer Certification Body in relation to meeting our obligations under the Green Deal Code of Practice.

Data Protection

We will keep information about individuals in accordance with data protection legislation. We will not pass information to any third party without their permission.

Our Relationship with our Accredited Installer Certification Body

Should there be any material change in any aspect of our business on which our certification and approval to carry out work under the Green Deal was based, we will inform our Certification Body, in writing, within 30 days of such a change. This would include:

- Change of trading title;
- Change of address;
- Change of Quality Representative;
- Where we no longer are able to access the skills and competencies required;
- Should we be in financial difficulties that may affect any of our work under Green Deal or our relationship with our Certification Body, we will inform our Certification Body of the situation;
- Should a sanction be imposed on us by the Secretary of State we must inform our Certification Body in writing of the details of this sanction;
- We will cooperate with any investigation into our activities by our Certification Body.

Sales and Cold Calling

We will not engage in cold calling activities if the customer has indicated by any means that they do not wish to be contacted in this way.

On initial contact with a customer or prospective customer an employee or representative will show identification along with details that they are acting on our behalf.



We will only carry out work which the customer has consented to.

We must not engage in high pressure sales techniques nor accept sales leads from those who are known or suspected of engaging in such activities. The Quality Representative should investigate how other parties obtain sales leads before entering into arrangements with them.

We will not engage in inappropriate sales techniques or recommend specific products or services which are not appropriate for the customer.

Customers will be informed that they may terminate any visit or other contact, and of any cooling off periods where we are in control of such periods.

Objective:

To ensure that any complaints we receive are dealt with in a structured manner, recorded and dealt with accordingly.

Scope:

All areas of our operation, including complaints received from customers or Green Deal Providers.

Complaints Procedure:

Important

Any complaint in relation to any aspect of our Green Deal or ECO work, from any source, **must** be informed to the Quality Representative without delay.

Ownership of a Complaint

Complaints may be received from a variety of sources, and may be verbal or written. The Quality Representative should, in the first instance, ascertain the procedure to be adopted in the case of a particular complaint.

Green Deal Work

When we receive a customer complaint, GD F11 – Customer Complaint Form shall be completed to gather the necessary information. Relevant information shall then be transferred to the GD R06 – Complaints Record. This record shall be used to document any further information we receive or gather regarding this complaint, including information on the transfer of the complaint to the Green Deal Provider.

As the resolving of customer complaints in regard to Green Deal work may not be under our direct control, the Quality Representative should ascertain the procedure we are required to follow in respect of the particular complaint and communicate this to the customer. Where applicable, the customer should be informed in writing who their complaint has been transferred to and the reasons for the transfer. The customer will also be given the name and contact details of the Green Deal Provider concerned.

Any complaints we receive from customers in relation to Green Deal work are required to be transferred to the relevant Green Deal Provider.

For complaints from customers where there is a Green Deal Provider in place, we may be required to follow the procedures of that Green Deal Provider in relation to acknowledging, transferring and/or resolving that complaint. The Quality Representative should ensure that the Green Deal Provider's procedure is followed. The Quality Representative must, however, ensure that any procedures we are required to follow by other Green Deal participants do not affect our compliance with PAS 2030:2014 Edition 1 or the areas of the Green Deal Code of Practice v3 relevant to our organisation.

In the absence of any particular requirement, the Quality Representative shall contact the Green Deal Provider concerned and give them full details of the complaint.

Where the complaint is in connection with the installation, the Quality Representative should take the necessary action to confirm that the complaint has been addressed by the Green Deal Provider and the issue resolved. This may include contacting the customer and or the Green Deal Provider for written confirmation if at all possible.

ECO Work or Work Carried out under an Energy Plan which is not a Green Deal Plan

Unless we have any arrangements to the contrary with ECO suppliers or others administering an Energy Plan which is not a Green Deal Plan, all customer complaints shall be acknowledged, recorded and resolved by us. GD F11 – Customer Complaint Form shall be completed to gather the necessary information. This shall then be transferred to the GD R06 – Complaints Record. This record shall be used to document any actions taken to resolve the complaint and of the outcome.

Complaints from Green Deal Providers

Upon receiving a complaint from a Green Deal Provider a GD F11A – GDP Complaint Form shall be completed to gather the necessary information. This shall then be transferred to the GD R06 – Complaints Record. This record shall be used to document any actions taken to resolve the complaint and of the outcome. The Quality Representative shall endeavor to obtain written confirmation from the Green Deal Provider concerned that they are satisfied with the outcome.

Standard Complaints Procedure

In the absence of any other agreements that may be in place in regard to the handling of complaints that may have been made with other Green Deal participants, the following procedure should be adopted:

When we receive a **Customer Complaint**, GD F11 – Customer Complaint Form will be completed.

When we receive a **Green Deal Provider Complaint** a GD F11A – GDP Complaint Form will be completed.

The complainant will be informed as to the next course of action or when they will be contacted to discuss the matter further.

The Complaint Process is as follows:

1. Relevant complaint form raised and passed to the Quality Representative;
2. The Quality Representative or a person specifically instructed by the Quality Representative will contact the complainant within 1 working day, unless otherwise agreed, and advise on steps to be taken to address the issue;
3. The Quality Representative will fully investigate the complaint, decide on the next course of action and record all relevant information;
4. The issue should be rectified within the time period agreed with the complainant, or the complainant should be contacted and a new timescale agreed;
5. Once the issue is rectified this should be detailed on the complaint form;
6. Whenever possible, we must try to obtain written confirmation that the complaint has been resolved to the satisfaction of the complainant, this is particularly important in the case of a complaint from a Green Deal Provider or where we have transferred the complaint to a Green Deal Provider. Any information received will be retained in the Complaints Folder and a copy placed in the Project Folder for the installation concerned;
7. The Complaint Form and any relevant information should be collated by the Quality Representative;
8. The Quality Representative will enter the details of the complaint on GD R06 – Complaints Record under the same reference number as the complaint form. The log should be marked as to whether the complainant was satisfied with the outcome. Any evidence supporting the documented outcome should be retained within the Complaints Folder;
9. Preventative action should be considered to prevent a recurrence of this issue; this may include consulting with the GDP where appropriate. This action should be recorded on the GD R02 – Corrective and Preventive Action Record.

We are required to cooperate with the Secretary of State (and the Oversight and Registration Body acting on his behalf) and with the relevant Ombudsman Service who is investigating complaints, requesting information or seeking redress on behalf of Green Deal customers.