



Title:	Complaints Procedure		
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Issued By:	Katie Fielden	Date:	19/04/2011
Approved By:	Philip Salaman	Date:	21/04/2011

Quidos Accreditation Scheme

Complaints Procedure

Quidos Ltd aims to provide high quality service to both Energy Assessors and their customers. All complaints received by Quidos will be dealt with promptly and professionally. We will endeavour to both understand the cause of the complaint, and investigate and report on the validity of the complaint made.

Quidos will deal with complaints directly from Assessors, members of the public, or other statutory bodies, as established in the Quidos Code of Conduct and Quidos Terms and Conditions. Where a complaint is received regarding the production of an EPC, where possible we advise that in the first instance customers should try to resolve their complaint by following the Energy Assessor's complaints process.

1.0 Complainants

Those making a complaint can be categorised as one of the following, but not restricted to:

- Householder or Client
- Householder's Agent (i.e. Estate Agent or Solicitor)
- Employer of an Energy Assessor
- Another Scheme
- An Accredited Energy Assessor (including Quidos Accredited Assessor)
- Trading Standards Officer, Building Control Officer, or other compliance officer
- Any other Stakeholder

2.0 Making a complaint

All complaints can be reported by telephone or in writing (including email) to Quidos. All complaints received will be recorded by Quidos.

Complaints should be made to;

Quidos Ltd
10 Argyle Street
Bath
BA2 4BQ

Email to: complaints@quidos.co.uk

Telephone: 01225 318 400

3.0 Recording Complaints

Quidos will maintain a register of all complaints, disputes, outcomes and all associated correspondence.

4.0 Category of the compliant

4.1 Complaints against Quidos

Quidos will process all complaints made to Quidos. Where a complaint to Quidos cannot be resolved, the matter will be passed to Quidos' Third Party Panel for a final decision to be made. The nature of the complaint may include:

- Behaviour of a Quidos staff member
- Training courses or associated services
- Accreditation or lodgement services
- Timescales and/or result of an audit

4.2 Complaints against Scheme Members or provision of an EPC

Quidos will process all complaints received concerning the actions of scheme members and any associated EPC/DEC or ACR produced. The nature of the complaint may include:

- The behaviour of an accredited Energy Assessor or their company
- Timescales and/or output on an EPC/DEC/ACR produced by an accredited member

Clients of scheme members are advised to, where possible, to attempt to resolve their complaint by following the Energy Assessor's complaints process. However Quidos acknowledges that this is not always possible and so clients are able to raise the complaint direct with Quidos for investigation.

4.3 General Complaints

Quidos will process any other complaint received. All complaints will be addressed and processed as outlined in this document.

5.0 Dealing with the Compliant

Quidos aim to respond to all complaints within 5 working days of receipt. The initial response will aim to resolve the complaint where possible. However, we may request an additional period of time to allow for further review and to investigate the complaint. This period of time will be dependent upon the nature of the complaint. A formal resolution will be undertaken and reported back to all relevant parties.

Where a compliant has been made about a Scheme Member or accredited Energy Assessor, Quidos will audit the Energy Assessor and associated EPC/DEC/ACR to confirm the reports accuracies/inaccuracies and will advise of the appropriate remedial action to be taken where

necessary. Failure to adhere to this process will be dealt with in accordance with Quidos' Code of Conduct and Terms and Conditions.

If the complaint cannot be resolved by Quidos or the complaint cannot be resolved to the mutual satisfaction of all parties, the complaint is to be referred to an independent third party who will assess the complaint and provide an outcome.

6.0 Quidos Accreditation Appeals Panel

Quidos' Appeals Panel is a third party panel consisting of three persons. Two members will be independent, technically qualified individuals drawn from a register held by Quidos. The third member will be a senior executive of Quidos.

All appeals must be submitted in writing to Quidos, and the appeal will be passed to the Appeals Panel for review and resolution.

The Appeals process will be followed as outlined in Section 11 of Quidos' Terms and Conditions.

7.0 Complaints where a Criminal Activity is involved

Quidos will deal with all complaints received. Where a complaint appears to involve an apparent criminal activity, the issue will be escalated directly to the Managing Director and reported to the Police or appropriate authority.

8.0 Statutory Rights

All complaints received will not affect the statutory rights of the client or homeowner at any stage of the complaint process.