

## GD P18 Complaints Procedure 2023

**Objective:**

To ensure that any complaints we receive are dealt with in a structured manner by being recorded, acknowledged and resolved appropriately.

**Scope:**

All areas of our operation.

Revision Date	Amendments Made
19/03/2020	PAS 2035:2019 and PAS 2030:2019 Introduced
14/07/2021	Inclusion of Alternative Dispute Resolution
23/04/2024	PAS 2030:2023 introduced

**Complaints Procedure:**

Ownership of a Complaint

Complaints may be received from a variety of sources and may be verbal or written. We should, in the first instance, ascertain the procedure to be adopted in the case of a particular complaint and ensure it is passed to a person competent to rectify the complaint.

Standard Complaints Procedure

In the absence of any other agreements that may be in place regarding the handling of complaints that may have been made with any commissioning agents, the following procedure should be adopted:

When we receive a complaint, GD F11 - 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 relevant person;
2. We will contact the complainant within 1 working day, unless otherwise agreed, and advise on steps to be taken to address the issue;
3. We 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 should try to obtain written confirmation that the complaint has been resolved to the satisfaction of the complainant. Any information received will be retained in the GD R06 - Complaints Record and a copy placed in the GD R01 -Project Folder for the installation concerned;
7. The Complaint Form and any relevant information should be collated by us;
8. We 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 GD R06 - Complaints Record;
9. Preventative action should be considered to prevent a recurrence of this issue - this action should be recorded on the GD R02 Corrective and Preventive Action Record.

If the complaint cannot be rectified to the satisfaction of all parties, we are to refer it to our Scheme Provider who may then recommend an Alternative Dispute Resolution process, including referral to the Dispute Resolution Ombudsman (DRO) if required. If our Scheme Provider does not have an ADR in place, TrustMark may recommend or refer the dispute to independent mediators.

Any complaints records will be submitted to the Retrofit Coordinator or our Certification Body upon request and kept for a

minimum of **six years**, or the duration of the product's guarantee - whichever is longer.