

GAS SAFE REGISTER

Policy for Complaints against the
service provided by the Register.

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1. Introduction

Every year Gas Safe Register deals successfully with thousands of customers and Gas Safe registered businesses. We understand that unfortunately things can occasionally go wrong or that your expectations are not always met. When this happens, we need to understand the difficulties faced so that we can:

- Review our policies and acknowledge where improvement can be made.
- Improve the standard of services we deliver.
- Put things right when they have gone wrong.
- Learn from our mistakes.
- Where things are beyond our control - explain our remit, limitations and seek to improve our communication to set expectations appropriately. Details on the scope of our remit can be found at:

<https://www.gassaferegister.co.uk/who-we-are/what-is-gas-safe-register/>

This policy explains what you should do if you want to make a complaint because you are unhappy with the way that Gas Safe Register has dealt with you or your situation. It also explains what we expect of you.

You will need to follow a different process if you want to:

- Complain about a sanction placed on you or your registered business.
- Complain about a technical defect issued against you or your business.

<https://www.gassaferegister.co.uk/media/1771/sanctions-policy.pdf>

If you contact Gas Safe Register by email, letter, or phone call, we will aim to reply to you within 5 working days. If we are not able to respond completely in this time, we will let you know when you can expect a full response.

Gas Safe Register views all complaints against the service as opportunities to learn and improve services, as well as a chance to put things right.

We will ensure our staff are equipped to deal with complaints efficiently and effectively. Lessons learnt from complaint investigation findings will be used to directly inform service improvements.

2. When to make a formal complaint against service

Before you make a formal complaint, contact the person or team dealing with you to discuss your concerns with them. They are often in the best position to understand your concerns and to explain what has happened. Most matters are resolved informally this way.

If you're unable to resolve your concerns informally, you can raise a formal complaint against service if you feel that:

- there were unreasonable delays on our part.
- we have not followed our own policies or processes.
- you feel that a member of staff has not acted appropriately.

3. How to make a formal complaint against service

There are 3 stages to Gas Safe Register's formal complaints against service process, should you need them:

- Stage 1: the complaint is handled by the line manager/team leader of the team you have been dealing with
- Stage 2: your complaint is reviewed by a manager not previously involved.
- Stage 3: an internal management review panel will be arranged to review your complaint and how it was handled.

At the end of each tier, we will tell you how you can take your complaint against service further if you want to. We may also tell you about another course of action that's outside of our complaints against service procedure.

Stage 1

To make a formal complaint against service, email, write or call Gas Safe Register within 6 months of the action or decision that prompted your complaint.

Email: enquiries@gassaferegister.co.uk

Gas Safe Register - Policy for Complaints Against the Service Provided by the Register

Write: Gas Safe Register
PO Box 631
Darlington
DL1 9GD

Phone: 0800 408 5500

The team leader/manager of the team you have been dealing with will handle your complaint. We aim to respond within 5 working days of acknowledging the complaint.

Stage 2

If you are not happy with our reply, email, write or phone to Gas Safe Register within 6 weeks, letting us know which aspects of your complaint you feel have not been addressed.

Email: registrations@gassaferegister.co.uk

Write: The Complaints and Appeals Administrator
Gas Safe Register
PO Box 631
Darlington
DL1 9GD

Phone: 0800 408 5500

Your complaint will be reviewed by a manager that has not been previously involved with the complaint. We aim to respond within 5 working days of acknowledging the complaint.

Stage 3

If your complaint is still not resolved, email or write using the contact details given for Stage 2 above, within 3 weeks letting us know which aspects of your complaint you feel have not been addressed.

An Internal Review panel who has had no previous involvement with your complaint will be arranged to review your complaint and how it was handled. We aim to respond within 15 working days of the review.

The decision of the Internal Review Panel is final.

4. Assessing your complaint against service

At stages 2 & 3 of the formal complaint process your correspondence will not be treated as a new complaint. The complaint will be reviewed to make sure we have handled your complaint appropriately, proportionately, and fairly up to that point. At each tier we cannot look at any new evidence or aspects of your complaint if you have not sent them to us before.

5. If you would like to take it further

If you're not happy with how we've dealt with your complaint, and you would like to take the matter further, please let us know and we will refer your case to HSE for review, who will advise if your case can be referred to the Parliamentary and Health Service Ombudsman. We will then update you with regards to this process.

6. How we deal with unreasonable behaviour

We expect you to behave appropriately and treat our staff with courtesy and consideration as they carry out their work. If you do not act in a reasonable manner, it's likely to make it difficult for us to deal with your complaint or query effectively.

- We will always write to tell you:
- Why your behaviour is considered unreasonable.
- What action we are taking

Whether this action applies across all of Gas Safe Register or is only for a specific person, team, or business area.

7. Examples of unreasonable behaviour

Some examples of behaviour we would consider unreasonable might be where you:

- Contact us repeatedly about the same or similar issues when we have already given you all the information we can.
- Make threats against our staff.
- Keep using rude or offensive language.

- Demand responses in an unreasonable time period
- Refuse to accept that certain issues are not the responsibility of Gas Safe Register or something we can deal with, for example in cases where you should contact another organisation.
- Make unjustified complaints about staff who are trying to deal with your complaint or query.
- Try to get staff dealing with you, or your case, replaced without good reason.

8. Action we can take

Any action we take will always be reasonable. Before we take any action, we will tell you that your conduct is a concern to us and why. This will give you the opportunity to change the behaviour.

If you continue to behave in a way which we consider unreasonable we might:

- Limit your contact to writing only, this might be where you have subjected our staff to abusive or excessive telephone calls.
- Limit you to only having one response to multiple lines of communication.
- Limit your contact to a specific named person or people or department.
- Stop further communication with you on a defined issue.
- Report any threatening or abusive comments to the police.

This is not a full list, and we might take other actions depending on your behaviour.

We consider any decision to restrict contact with us very carefully. If we decide we will not respond to any of your future correspondence, we will also explain how you can challenge this decision. We will record any action we take and will review the action regularly.

9. Privacy Notice

Information on how we will handle your personal information can be found at:

<https://www.gassaferegister.co.uk/media/oogenuz4/privacy-policy.pdf>