

# **Stroma Installer Certification Ltd**

## Complaints Policy

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## 1 Introduction

It is the policy of Stroma Installer Certification to investigate all complaints with impartiality. Where action is required, we shall endeavour to ensure that this happens in a timely and clear manner with the aim of finding a satisfactory resolution to complaints. Where a complaint does not fall within our remit to act, we undertake to communicate this clearly and where possible to give advice on how best to act in order to seek a resolution. Stroma Installer Certification's responsibility in handling consumer complaints is to impartially judge the appropriateness of any complaint resolution offered by the Stroma Installer Certification Member to the consumer, and to take action against the Stroma Installer Certification Member if the resolution does not resolve the complaint in a manner that achieves compliance in a timely manner. Stroma Installer Certification is also responsible for considering the impact of the evidence from complaints on the ongoing surveillance and certification of installers.

The process does not involve Stroma Installer Certification paying compensation, or funding other installers to carry out rectification work, although if these things are offered by the Stroma Installer Certification Member themselves they can act as suitable resolution options.

Before a complaint is escalated to Stroma Installer Certification, the Stroma Installer Certification Member must have been given the opportunity to resolve the complaint themselves.

## 2 When and How Can Stroma Installer Certification

The complaint process will apply when a company certificated by Stroma Installer Certification as a member of one or more schemes (a "Stroma Installer Certification Member") has carried out work covered by the scope of their certification under contract to the complainant.

The work that is subject to a complaint must have been carried out under a contract between the Complainant and the Stroma Installer Certification Member. As a result, both parties have all the rights normally associated with the purchasing of services and the Stroma Installer Certification Complaints Process does not replace or restrict any of those rights.

Concerns about the compliance of an installation must be registered with the Stroma Installer Certification Member who carried out the work and they must be given the opportunity and time to resolve the issue. If Stroma Installer Certification is approached without having gone through this stage we will note that a complaint is to be raised, notify the Stroma Installer Certification Member that we are aware of the complaint and ask the Complainant to contact them directly.

If the Stroma Installer Certification Member does not resolve the complaint it can be escalated to Stroma Installer Certification by completing the online form on our website. Complainants who are unable to access the website should contact us for assistance in documenting their complaint. If a complaint has been submitted in writing without using our form we will not ask for the form but may need to ask for further information than that already submitted. Formal acknowledgement for written complaints should be issued within five working days.

We will review the information provided and approach the Stroma Installer Certification Member in order to determine the best approach:

- If it looks possible to reach a mutually acceptable agreement about a resolution that will satisfy the Complainant, we will document our understanding of the resolution and hold the investigation open until both parties tell us the complaint is resolved.
- If it is not easy to agree a resolution we will investigate by taking evidence from the Stroma Installer Certification Member and, if we deem it necessary, we may organise a site inspection to gather evidence for ourselves. Following the investigation, we will document our findings and if an issue with the installation is found, we will put this to the Stroma Installer Certification Member for them to propose how to address them. If their proposed resolution seems satisfactory to us we would ask the Complainant to agree to it. If that is the case we would then ask for evidence of completion and the Complainant's satisfaction (or if appropriate attend site again to verify satisfactory completion) before closing the complaint.

If at any time Stroma Installer Certification do not consider the offered resolution to be satisfactory the Stroma Installer Certification Member would be referred to the Stroma Installer Certification Compliance Panel to consider sanctions such as suspension of their certification, or additional monitoring of their activities until a suitable resolution was offered.

There are circumstances where an agreement cannot be reached, or is not being adequately delivered, typically for one of the following reasons:

- The Stroma Installer Certification Member disputes the details of the complaint and the evidence from both parties is inconclusive regarding fault
- The complaint is not being handled in a timely manner
- The offered resolution is considered appropriate by Stroma Installer Certification but is not accepted by the Complainant
- The offered resolution involves the Stroma Installer Certification Member returning to carry out rectification work but the Complainant does not wish them to return

In these circumstances Stroma Installer Certification is not sufficiently independent to judge between the parties and either legal action, or Alternative Dispute Resolution options will be recommended.

### **3 Advice for When Stroma Installer Certification Can't Help**

There are situations where Stroma Installer Certification is unable to help, and we aim to provide advice to be considered in these circumstances. Some general advice on the following issues is given on our website; it should not be viewed as an alternative to contacting an advisory agency such as Citizens Advice, Trading Standards or taking legal advice.

The Stroma Installer Certification complaint process does not generally deal with complaints in the following circumstances:

1. The work was carried out over six years ago as this is outside the period of our guarantee.
2. The installer was not certificated by Stroma Installer Certification for the scope of work involved in the complaint at the time the work was carried out.
3. There is no contract (or equivalent documentary evidence) that demonstrates that the work was carried out by the Stroma Installer Certification Member complained about.
4. The work complained about was carried out through another party (such as a funding/grant scheme or via a main contractor such that there is no direct contract between the complainant and the Stroma Installer Certification Member).
5. The complaint is about financial issues (including pricing, payment etc) rather than compliance.
6. The Complainant refuses to allow the Stroma Installer Certification Member to attend site.
7. The complaint relates only to issues covered by approved Consumer Codes (for work carried out under the Microgeneration Certification Scheme).
8. The problem identified in the complaint has been rectified before Stroma Installer Certification could investigate.

In many of the above situations Stroma Installer Certification recognises that evidence of nonconformity with requirements may have been provided. We will use this to consider the certification status of a Stroma Installer Certification Member and may impose sanctions or improvement actions as a result, but we will not normally be able to pursue a resolution to the complaint itself.

#### **4 Situations That Can Hinder Complaint Handling**

There are situations which can limit the complaint process. The extent to which we can help in these circumstances can vary from case to case and we would advise Complainants accordingly if these circumstances arise.

1. The Stroma Installer Certification Member has their certification suspended or withdrawn.
2. The installer was a Stroma Installer Certification Member at the time and is now certificated by a different Certification Body.
3. The installer is not certificated any more but is still trading.
4. The installer is no longer trading. See the leaflet “Consumer Advice: Actions to take if your tradesperson is no longer trading” available on our website.
5. Another installer has carried out work that has, or could have, altered the work covered by the complaint.
6. The work is incomplete and the Stroma Installer Certification Member has not been paid.
7. The facts surrounding the complaint are disputed by one or both parties and evidence provided is insufficient to settle the dispute.
8. The Complainant takes legal action against the Stroma Installer Certification Member.
9. The Stroma Installer Certification Member takes legal action against the Complainant in a manner that impedes the investigation.
10. The work is ancillary to that for which the Stroma Installer Certification Member was certificated.
11. There is evidence of interference with the equipment or the installation.

#### **5 Stroma Installer Certification’s Commitment to Complainants**

- To handle all complaints in accordance with our Complaints Policy
- To remain impartial at all times
- To endeavour to resolve complaints in a timely and effective manner
- To maintain communications with Complainants throughout the process
- To ensure that any evidence recorded (via photographs etc) is restricted to matters showing compliance or otherwise and that no recordings are of individuals or relate to personal information
- To provide impartial information in support of Alternative Dispute Resolution, legal action or to any organisation with legal enforcement powers investigating the complaint

#### **6 Your Personal Data**

- We will handle your personal data in accordance with current Data Protection legislation and the Stroma Installer Certification Data Protection Policy
- We will use your data for the purposes of handling your complaint and may share information with the Stroma Installer Certification Member(s) concerned and other agencies that are relevant (such as Government Departments, enforcement authorities, Consumer Codes, technical experts etc)
- We will not share your data for any other purpose without your consent
- You have the right to ask that your personal data is forgotten. We cannot remove your details while your complaint is ongoing, or if a guarantee related to the complaint has not yet expired, but once this is the case we will fulfil any formal request to forget your details
- You have the right to ask what information we hold about you. If you make a formal subject access request we will provide information in line with current Data Protection legislation

#### **7 Complainant’s Commitment to Stroma Installer Certification**

- To be respectful to Stroma Installer Certification members of staff and representatives
- To recognise that the complaint is with a Stroma Installer Certification Member and that Stroma Installer Certification’s role is to monitor how they are acting to resolve the complaint, not to issue work or other instructions to them
- To allow reasonable timescales for Stroma Installer Certification to respond to correspondence
- To clearly and fully state the grounds for the complaint without withholding any pertinent information
- To cooperate with Stroma Installer Certification and the Stroma Installer Certification Member responsible for resolving your complaint

- To ask for consent if intending to record visits by, or conversations with, Stroma Installer Certification members of staff and representatives, or those of the Stroma Installer Certification Member
- To accept that there are issues outside of Stroma Installer Certification's responsibility and that Stroma Installer Certification may not be able to resolve your complaint
- To respect the outcome of the Stroma Installer Certification complaint process

If Stroma Installer Certification consider that a Complainant is acting in a manner that hinders the complaint process we may need to manage the manner in which communications take place to avoid argument or contact that is too frequent or too time consuming. Ultimately, we reserve the right not to continue the process.

## **8 What to do if you are not Satisfied with Stroma Installer Certification's Handling of your Complaint**

In the first instance, write to the Quality Manager at the address below. Your concerns will be investigated and feedback provided together with information about escalating the complaint further if necessary (the route for further escalation depends upon the scheme authorisation or accreditation).

Address: 4th Floor, Mill 3, Pleasley Vale Business Park, Mansfield, Notts, NG19 8RL

Phone: 0345 250 4533

Email: [info@stromainstaller.org.uk](mailto:info@stromainstaller.org.uk)

Website: [www.stromainstaller.co.uk](http://www.stromainstaller.co.uk)