

RatingGREEN - Complaints Policy

We would seek to address and resolve any initial complaint by telephone, email or in person. If you are unhappy with this we would ask you to put the complaint in writing.

We will then acknowledge your complaint in writing within 7 days, and we will offer a resolution within 21 days.

If you are dissatisfied with our offer to resolve the matter, the complaint will be escalated to the Accreditation Scheme of the EPC provider.

Please be aware that you can escalate your complaint to the Scheme at any time and you are at no time deprived of your legal rights. Complaints that are escalated to the Scheme are logged by the Scheme and dealt with in accordance with the complaints procedure set out in the Scheme Document and the Scheme Complaints Procedure.

We will notify the Accreditation Scheme of all complaints we receive with full details. We will also keep a history of each complaint which will be made available to the Scheme on request.