

Northgate Energy Assessor Accreditation Scheme: Customer Complaints Policy

1. Introduction

Members of the Northgate EA Accreditation Scheme are required to operate a rigorous customer complaints procedure, or to adopt their employer's customer complaints procedure. In either case, the approach to the customer complaints procedure must adhere to the processes set out in this document.

2. Complaint Escalation

EAs and/or EA employers must make every effort to resolve complaints in the first instance. A complaint may then be escalated to the Northgate Accreditation Scheme if resolution is not achieved.

3. Dealing with Complaints

The EA and/or their employer must maintain full and accurate records of complaints received, along with details of action that was taken.

When a complaint is received by the EA or the EA employer, the customer should be informed of their rights under the customer complaints policy. The customer should be made aware that in operating this complaints policy, Northgate is only acting in the capacity of a third party mediator, its aim being to reach an acceptable resolution between the EA and customer. Should it not be possible to reach an agreeable resolution (or should the customer refuse to follow this process) the customer must also be informed that the policy does not prevent or obstruct them from taking further action against the EA in accordance with their rights existing at law.

The EA or the EA employer must notify the Northgate EA Accreditation Scheme of the complaint and keep the scheme updated with progress. Complaint records will be used as part of Northgate's quality assessment procedure and may be used to instigate the Northgate EA Accreditation Scheme Disciplinary Policy.

If agreement is not reached, the complainant should be notified that their complaint will be escalated to the Northgate EA Accreditation Scheme.

When Northgate receives a complaint, the details will be logged and the complainant will be asked for an initial written statement, setting out the nature of the complaint and the facts supporting the complaint. Northgate will then ask the Member to provide an initial written response to the complaint within 7 days. Further clarification may be requested from various parties.

The Northgate EA Accreditation Scheme will review all of the facts and seek to resolve the complaint where it is reasonably possible to do so. The Member agrees to accept and comply with any reasonable resolution proposed by Northgate.

4. Complaints made directly to Northgate

Complaints made directly to Northgate will be immediately passed to the EA and/or their employer for resolution in accordance with the process outlined above. If the complaint concerns a possible criminal offence, Northgate will refer the complaint to the Police.

5. Complaints about the Northgate EA Accreditation Scheme

Complaints received by the EA or EA employer about the Northgate EA Accreditation Scheme should be passed immediately to Northgate. Northgate senior management will conduct an enquiry within a timescale agreed with the complainant and will take such further action as Northgate considers to be reasonable.