



Title: **FGASREGISTER Complaints Procedure**

Issue: **v.1.3**

Issued By: **Maya Willova**

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Approved By: **Catherine Garrido**

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Revision History

Issue	Issued	Approved	Reviewed
1.0	17/05/2017		
1.1	29/10/2019		
1.2	19/02/2021	19/02/2021	24/01/2022
1.3	06/02/2023		06/02/2023

FGASREGISTER

Complaints Procedure

FGASREGISTER aims to provide high-quality service to their customers. All complaints received by FGASREGISTER will be dealt promptly and professionally. We will endeavour to both understand the cause of the complaint, investigate and report on the validity of the complaint made.

FGASREGISTER will deal with complaints directly from Members, members of the public, or other statutory bodies, as established in the *FGASREGISTER TERMS OF CERTIFICATION*. FGASREGISTER will ensure that the following procedure will be dealt with in the strictest confidence.

1. COMPLAINANTS

1.1 Those making a complaint can be categorised as one of the following, but not limited to:

1.1.1 F-Gas Client;

1.1.2 Member;

- 1.1.3 An F-Gas Engineer on members account;
- 1.1.4 Received from another F-Gas Scheme;
- 1.1.5 Trading Standards Officer, Building Control Officer, or other compliance officer;
- 1.1.6 Regulatory Authority (such as Environment Agency);
- 1.1.7 Any other stakeholder.

2. MAKING A COMPLAINT

2.1 In the first instance, all complaints should be directed to business certified with the FGASREGISTER.

2.2 Where the business certified with the FGASREGISTER is unable to resolve the issue, they shall request the complainant to forward details of the complaint to the FGASREGISTER.

2.3 The FGASREGISTER shall request that all complaints are put into writing to preserve an audit trail of communication.

2.4 All complaints received will be recorded by the FGASREGISTER, and an initial response will be provided to the complainant within the first 72 working hours.

2.5 Each complaint shall be categorised in one of the following ways:

- 2.5.1 Behaviour of an FGASREGISTER Engineer;
- 2.5.2 Behaviour of a Member;
- 2.5.3 Behaviour of an F-Gas Registration Scheme;
- 2.5.4 Generic complaint regarding F-Gas Regulations;
- 2.5.5 Other.

2.6 Complaints shall be made to:

FGASREGISTER
Cambridge House,
Henry Street,
Bath,
Somerset,
BA1 1JS.

Email to: complaints@fgasregister.com

2.7 The complaints procedure shall be accessible via www.fgasregister.com and available to all complainants free of charge.

3. RECORDING COMPLAINTS

3.1 The FGASREGISTER shall maintain a register of all complaints, disputes, outcomes and all associated correspondence.

3.2 This will be saved on the central Qidos Support Log [<http://support.quidos.co.uk>] which contains the communication chain.

3.3 These records will be specifically marked as pertaining to the FGASREGISTER.

3.4 All complaints logged on the complaints log will be categorised as being either a minor, significant or major transgression.

4. DEALING WITH THE COMPLAINT

4.1 FGASREGISTER shall aim to resolve all complaints within 5 working days of receipt.

4.2 The initial response will aim to resolve the complaint where possible. However, we may request an additional period of time to allow for further review and to investigate the complaint.

4.3 This period of time will be dependent upon the nature of the complaint.

4.4 A formal resolution will be undertaken and reported back to all relevant parties.

5. COMPLAINTS WHERE A CRIMINAL ACTIVITY IS INVOLVED

6.1 These types of complaint will be passed to the Environment Agency as they have the power to enforce civil penalties.

6.2 the FGAS Register member may be suspended pending investigation and removed if proven to be conducting criminal activity.

6. STATUTORY RIGHTS & COSTS

7.1 All complaints received will not affect the statutory rights of the client at any stage of the complaint process.

7.2 The FGASREGISTER complaints procedure is accessible and available at no cost to the complainant.

7. COMPLAINTS MADE TO ENGINEERS

8.1 FGASREGISTER Engineers shall inform the FGASREGISTER of any complaints raised directly to them.

8.2 Details must include:

8.2.1 Name of the complainant;

8.2.2 Address;

8.2.3 Contact details;

8.2.4 Nature of the complaint;

8.2.5 the date the complaint was made.

8.3 The FGAS Register Member shall also update the FGASREGISTER with any change of status or resolution associated with the complaint

8.4 These details enable FGASREGISTER to document such information in the case that the complaint is taken further by a customer or client.