

# Certass Complaints Procedure

At Certass Limited (Certass), we strive to provide a first class service to all our contractors, our contractors' customers and our business partners. However, there may be an occasion when you are not happy with the service that you have received.

If you have any queries, suggestions or complaints:

1. In the first instance, if you wish to complain about any of your contractor's services, please speak to a member of their staff who will try to resolve your complaint directly, or will put you in touch with someone who can help. Alternatively, your contractor will have a member of staff responsible for handling customer complaints, and you should obtain their contact details from your contractor.
2. Under the rules established by Certass, your contractor must respond to all complaints. If you send your complaint by email or post, they will aim to send an initial acknowledgement of receipt of a complaint within 3 working days and a full response to a complaint within 10 working days of receipt. If they cannot respond fully within 10 working days, they will keep you informed on the progress of their investigation.
3. Your contractor will always try to remedy the issue, but if you are not satisfied with the way your complaint was handled and wish to take the matter further, your contractor can arrange for your case to be reviewed.

If you are still dissatisfied having followed all the stages of your contractor's internal complaints system, you may apply to Certass for an independent investigation of your complaint. You can contact us either by post, telephone, fax or email using the details below.

<p>Certass Ltd 37 Carrick Street AYR, KA7 1NS</p>	<p>Tel: 08450 948025 Fax: 08450 948024 E-mail: <a href="mailto:info@certass.co.uk">info@certass.co.uk</a></p>
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Certass will conduct an investigation, mediate between parties, and attempt to resolve your complaint to your satisfaction.

## When you complain, Certass will:

- Acknowledge your telephone complaint immediately and endeavour to resolve it instantly.
- Acknowledge your written complaint within 7 working days of receipt of your correspondence.
- Investigate your complaint in a timely manner, although there may be unavoidable delay where we are required to obtain information from an external source.
- In the event that your complaint is solely or jointly the responsibility of another company, we will write to them within 7 working days of Certass becoming satisfied that the other company is responsible, notifying them of your complaint.
- Make every effort to conclude the investigation within 4 weeks. If we are unable to do this, we will write to you to explain why. We will also indicate how long you may expect to wait.
- If by 8 weeks we have still been unable to resolve or assist in resolving your complaint, we will write to you to give our reasons, indicate how long we expect the continuing investigation to take and confirm your right to refer the matter onwards to Trading Standards and / or Citizens Advice Bureau.
- When the complaint investigation has been concluded, we will send to you a final response letter to inform you of the outcome. This will confirm the basis of the conclusion reached. Although to maintain Certass membership our members must abide by our decision, the Certass mediation process is not legally binding on either party.

If Certass mediation fails, the final stage of the complaints procedure is external adjudication. Costs for the adjudication process itself follow the event, ie. the loser pays, and each party is responsible for their own costs. All Certass members are required to take part in external adjudication to maintain Certass membership. External Adjudication under the Certass complaints procedure will be carried out by:

**Verification Associates  
PO Box 10  
Bingley, BD16 1XT**

under the JCT Home Owners & Builders Adjudication Rules.

It is a condition of the external adjudication process that both parties must agree to the external adjudicator's terms and conditions of business in the event of a referral to adjudication. However consumers may exercise their right to legal recourse rather than use the adjudication service.