

# 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 from Certass.

**If your complaint is in reference to a Certass member, please refer to the Certass Contractor complaints procedure. This procedure relates to issues you have with the services provided by Certass.**

If you have any queries, suggestions or complaints please write to us at the address below providing full details of the issue you would like us to investigate.

Certass Ltd 37 Carrick Street AYR, KA7 1NS	Tel: 08450 948025 Fax: 08450 948024 E-mail: <a href="mailto:info@certass.co.uk">info@certass.co.uk</a>
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Certass will conduct an investigation 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.
- 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.
- 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.

If Certass is unable to resolve your complaint, 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. Certass will take part in external adjudication. External adjudication under the Certass complaints procedure will be carried out by:

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

Adjudication is carried out 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.

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Registered Address: 106 Coppergate House, 16 Brune Street, London, E1 7NJ  
Incorporated in England and Wales Number 4350234  
VAT Registration Number 886 3987 46