



Title: Qidos Accreditation Scheme Complaints Procedure
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Issued By: Catherine Roberts **Date:** 28/07/2014
Approved By: Philip Salaman **Date:** 18/08/2014

Revision History

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Quidos Accreditation Scheme

Complaints Procedure

Quidos Ltd aims to provide high quality service to both Energy Assessors and their customers. All complaints received by Quidos 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.

Quidos will deal with complaints directly from Assessors, members of the public, or other statutory bodies, as established in the Quidos Code of Conduct and Quidos Terms and Conditions. Where a complaint is received regarding the production of an EPC, where possible, we advise that in the first instance customers should try to resolve their complaint by following the Energy Assessor's complaints process.

1.0 Complainants

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

- Householder or Client
- Householder's Agent (i.e. Estate Agent or Solicitor)
- Employer of an Energy Assessor
- Another Scheme
- An Accredited Energy Assessor (including Quidos Accredited Assessor)
- Trading Standards Officer, Building Control Officer, or other compliance officer
- DCLG
- Building Standard Division Scotland
- Any other Stakeholder

2.0 Making a complaint

All complaints can be reported by telephone or in writing (including electronic media) to Quidos. All complaints received will be recorded by Quidos. Each complaint should be categorised in one of the following ways:

- Behaviour of an EA
- Behaviour of an EAs company
- Behaviour of a Scheme
- Timing and outputs associated with a particular ACIR
- Generic complaint regarding the EPBD
- Other

Complaints should be made to:

Quidos Ltd
7-9 North Parade Buildings
Bath
BA1 1NS

Email to: complaints@quidos.co.uk

Telephone: 01225 326 895

The complaints procedure is accessible via www.quidos.co.uk and is available to all complainants free of charge.

3.0 Recording Complaints

Quidos will maintain a register of all complaints, disputes, outcomes and all associated correspondence.

This will be saved on the Quidos Online Support Log (<http://support.quidos.co.uk/helpdesk>) which contains the communication chain. All complaints logged on the complaints log will be categorised as being either a minor, significant or major transgression.

4.0 Category of the compliant

4.1 Complaints against Quidos

Quidos will process all complaints made. Where a complaint to Quidos cannot be resolved, the matter will be passed to Quidos' Third Party Panel for a final decision to be made. The nature of the complaint may include:

- Behaviour of a Quidos staff member
- Training courses or associated services
- Accreditation or lodgement services
- Timescales and/or result of an audit

4.2 Complaints against Scheme Members or provision of an EPC

Quidos will process all complaints received concerning the actions of scheme members and any associated EPC/DEC or ACR produced. The nature of the complaint may include:

- The behaviour of an accredited Energy Assessor or their company
- Timescales and/or output on an EPC/DEC/ACR produced by an accredited member

Clients of scheme members are advised, where possible, to attempt to resolve their complaint by following the Energy Assessor's complaints process. However, Quidos acknowledges that this is not always possible and may need to be raised to the Quidos Complaints procedure.

4.3 General Complaints

Quidos will process any other complaint received. All complaints will be addressed and processed as outlined in this document.

5.0 Dealing with the Complaint

Quidos aim to respond to all complaints within 5 working days of receipt. 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. This period of time will be dependent upon the nature of the complaint. A formal resolution will be undertaken and reported back to all relevant parties.

Where a complaint has been made about a Scheme Member and/or the quality of the EPC/DEC/ACR, Quidos will undertake a quality assurance audit the Energy Assessor and associated report to define accuracies/inaccuracies, and will advise of the appropriate remedial action to be taken where necessary. In the situation that the Assessor has outstanding financial issues, outstanding balances will need to be cleared in order for Quidos to complete the QA procedure. Failure to adhere to this process will be dealt in accordance with Quidos' Code of Conduct and Terms and Conditions.

If the complaint cannot be resolved by Quidos or the complaint cannot be resolved to the mutual satisfaction of all parties, the complaint is to be referred to an independent third party who will assess the complaint and provide an outcome.

6.0 Quidos Accreditation Appeals Panel

Quidos' Appeals Panel is a third party panel consisting of three persons. Two members will be independent, technically qualified individuals drawn from a register held by Quidos. The third member will be a senior executive of Quidos.

All appeals must be submitted in writing to Quidos, and the appeal will be passed to the Appeals Panel for review and resolution.

The Appeals process will be followed as outlined in Section 11 of Quidos' Terms and Conditions.

7.0 Complaints where a Criminal Activity is involved

Quidos will deal with all complaints received. Where a complaint appears to involve an apparent criminal activity, the issue will be escalated directly to the Managing Director and reported to the Police or appropriate authority. These transgressions will be automatically classed as Major transgressions.

8.0 Statutory Rights & Costs

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

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

9.0 Complaints made to Assessors

When a member joins Quidos, Assessors must sign our membership agreement ensuring Members abide by the Quidos terms and conditions and Code of Conduct. These state Assessors must inform Quidos if they directly or indirectly receive any complaint. If the original complaint is made verbally, and the complainant is unhappy with the resolution of the complaint, the EA shall ask the complainant to submit the complaint in writing.

Details must include name of the complainant, address, contact details, nature of the complaint, the date the complaint was made. The assessor must also update Quidos with any change of status or resolution associated with the complaint

This allows Quidos to document such information in the case that the complaint is taken further by a customer, client or homeowner.

All assessors are required to have a complaints procedure. In the situation that a complaint is received, the assessor must provide the relevant complaints procedure to the complainant, as stated in the Code of Conduct.

9.1 Failure to notify Quidos of a complaint

If Quidos becomes aware of the situation when an Assessor has not notified Quidos of a complaint they have received from the customer, client or homeowner, the following procedure will be followed:

1. Quidos will discover of an unreported complaint
2. Quidos will contact the Assessor notifying them that a complaint has been received. Quidos will remind the Assessor of the section in our Terms and Conditions stating they are obliged to inform Quidos of any complaints received. The Assessor will therefore be warned that by not telling Quidos about complaints, they are breaching the Quidos Terms and Conditions.
3. The Assessor will be given a warning via email. This implies if Quidos discovers another situation where the EA has not been notifying us of complaints received, their membership will be suspended.
4. If the EA is discovered again to not have informed Quidos of a complaint, their accreditation will be suspended.

To overcome a suspended status implemented for this reason, Quidos will ask the Assessor for contact details of randomly selected customers, clients and homeowners. Quidos will ask the Assessor to obtain permission from the customers to pass their contact details to us.

Once we have these contact details, Quidos will call a selection of the EAs customers, with the aim to contact approximately 20 customers or homeowners.

Quidos will contact the customers by telephone. Quidos will need to explain the purpose of calling the customer, and the customer will need to agree to answer the questions. If the customer is happy to help, they will be asked several questions:

- Confirm Name, and property address
- Did the customer meet the assessor?
- Did the EA provide ID?
- Was the EA professional?
- Has the customer received the EPC?
- Did the Customer have any complaints about the EA?
- If so, did the customer contact anyone regarding the complaint? If yes, whom?

The outcome of this conversation will be recorded on a table which can be found in Q:\Complaints titled Customer Questionnaire Template. This is saved in the Assessors folder in Q:\Complaints. Once completed save the completed spreadsheet in the EAs Complaint folder.

Through these questions, if it is apparent the EA has not previously had complaints which they had not notified Quidos about, Quidos will make their Quidos Membership active.

If it is found the EA has received complaints and subsequently not informed Quidos, and therefore breached our Terms and Conditions twice, the EAs membership will be changed from suspended to Struck off.

9.2 Assessors with Multiple Accreditations

Assessors who are accreditation with more than one accreditation scheme also needs to notify all their schemes of any complaint they received, therefore on occasion Quidos may also receive notification from the Assessor of particular circumstances where a complaint has been lodged, but it is not directly linked to Quidos.

In this case, as many details as possible will be added to the Quidos QMF Complaints Register, located in Q:\Complaints. QAS will then contact the accreditation scheme dealing directly with the complaint, for example the scheme that the disputed EPC was lodged. QAS will ask the other accreditation scheme to update Quidos with any further developments, and outcomes of the complaint process. If any action needs to be taken, this is to be discussed with the QAS team prior to actions been taken.