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| BRE Global | Publication | Doc No: | PN214 |
| | | Revision No: | 3 |
| Complaints And Appeals Procedure For Energy Assessor Schemes, Energy Assessment Customers | | Date: | 10 Jan 2012 |
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Complaints Procedure

BRE Global provides ongoing, independent and third party assessment of Domestic Energy Assessors (DEAs), Non-Domestic Energy Assessors, On Construction Energy Assessors, Display Energy Certificate (DEC) Energy Assessors, Home Inspectors, Home Condition Surveyors, Air Conditioning Inspectors and Green Deal Advisors. All will be referred to as 'energy assessors' throughout this document.

Any complainant who has a problem with an energy assessment carried out by a BRE Global registered energy assessor should complain in the first instance to the Energy Assessor responsible.

If the complainant is not satisfied with the response by the energy assessor, or at any stage of the complaint process, they may forward their complaint to the Energy Assessor Scheme Manager for investigation and resolution.

Complaints should be submitted in writing and be addressed to:-

Energy Assessor Scheme Manager
BRE Training
Bucknalls Lane
Garston
Watford WD25 9XX

Email: enquiries@breassessor.co.uk

Confidentiality

All information received from a complainant, or as a result of a complaint investigation, will be actively treated as strictly confidential. Where information in relation to a complainant needs to be disclosed in order to investigate and resolve the complaint, explicit written agreement to disclose the information will first be obtained from the complainant.

Appeals Procedure

Wherever possible, all complaints are addressed within stage 1 and stage 2 of the complaints and appeals process. However, if the complainant is still not satisfied with the complaint resolution offered by the Scheme Manager, they may submit an appeal to the Quality Manager, BRE Global, who will refer the appeal to an independent Appeals Panel to consider the complaint and the resolution offered, and stage 3 of the process will be invoked.

An Appeal Panel is constituted as and when an appeal is received, and will consist of three members of the BRE Global Governing Body or subsidiary Boards. The members of the Appeals Panel:

- shall not have been directly involved in the decision under appeal;
- shall have no direct personal or commercial interest in the outcome of the appeal, and
- shall not be currently or previously employed by BRE Global Ltd or other companies within the BRE Group.

The Chairman of the BRE Global Governing Body will agree the composition of the Appeal Panel with the Quality Manager, BRE Global. The Quality Manager shall provide secretarial services to the Appeal Panel but will have no voting rights.

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The Appellant is given not less than 14 days notice of the date set for the appeal, advised of the constitution of the Appeal Panel, and invited to be present. The Appellant has the right to state objections to the constitution of the Appeal Panel within 2 working days of receipt of notice. In this case, the objection will be considered by the Chairman of the BRE Global Governing Body and the membership of the Appeal Panel amended if necessary.

An Appeal Panel may uphold or quash the decision of BRE Global following a review of the circumstances surrounding the appeal. The Appellant will be informed of the Appeal Panel's decision. The decision of the Appeals Panel is binding on both the Energy Assessor and/or the Scheme Manager.

All correspondence associated with appeals must be sent by Recorded Delivery.

Appeals should be submitted in writing and be addressed to:-

Quality Manager
BRE Global Ltd
Bucknalls Lane
Garston
Watford WD25 9XX

Email: prattm@bre.co.uk

Note 1: The Governing Body comprises the following members:

- BRE Global Executive Directors*.
- At least one representative of:
 - building owners/users;
 - constructors and/or specialist sub-contractors;
 - designers;
 - insurers and/or regulators/enforcers; and
 - materials and product suppliers/manufacturers.
- Where appropriate, representatives of other stakeholders groups such as developers, Government, financiers, academia or NGO's may be invited.
- Government observers* (no voting rights) may also be invited to attend.

(*excluded from membership of an Appeals Panel.)

Full details of the Governance Structure, Constitution, and rules of procedure are detailed in BRE Global Quality Manual procedure QM03 and will be made available on request.

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'Energy Assessors Scheme' - Complaints And Appeals Process

