

	Publication	Doc No:	PN214
		Revision No:	0
Complaints Process For Energy Assessor Schemes		Date:	24 June 2009
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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.

If the complainant is still not satisfied with the complaint resolution offered by the Scheme Manager, they may appeal to the Quality Manager, BRE Global, who will act as an independent third party to consider the complaint and the resolution offered. The decision of the Quality Manager, BRE Global, is binding on both the Energy Assessor and/or the Scheme Manager.

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

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

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

Email: noonanj@bre.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.

'Energy Assessors Scheme' - Complaints Process

