



# Your guide to the complaints process.

## 1. You notice an issue or problem with your Gas Engineer's work.

If something goes wrong, you should contact your Gas Engineer straight away to give them a chance to put things right. Do this as soon as you notice the issue.

Your Gas Engineers phone number and email address will be on the NCASS Gas Engineer Profile page. You can make a complaint by email, in writing or on the phone.

## 2. Log the complaint with your Gas Engineer.

If it's a simple complaint, you might be able to resolve it with a phone call. However, if it can't be easily resolved, you should make sure you log a formal complaint with your Gas Engineer, rather than just talking to them about your problem. Your Gas Engineer will have their own complaints procedure, but you should start by explaining what the problem is and what you want them to do about it. They'll be able to advise you on the next steps.

## 3. Supply evidence for your complaint.

We recommend that you write down the time and date of your calls, the names of the people you speak to and the details of what was said. You may need to refer to them if you escalate the case to us. If it's a complex problem, then it's a good idea to send a follow-up email or letter, so that you have a record of all the communication. This means there's no room for confusion.

Your Gas Engineer may ask for more information to help them understand and resolve the problem. They'll be able to tell you exactly what they need to make sure they can process it as quickly as possible.

## 4. Allow your Gas Engineer enough time to investigate.

Your Gas Engineer should be able to resolve your

issue within 5-10 days - to resolve your complaint. This is to give them enough time to assess the situation and the evidence to find an appropriate resolution.

During that time, they could contact you for more information. You can also contact them to see where your complaint is up to. In fact, we'd recommend you get in touch if you haven't heard anything after 3 days, just to check your complaint has been received or is being processed.

## 5. Escalating the complaint to NCASS.

If the complaint is still not resolved after 10 days, you can bring your complaint to us by sending it to [demi@ncass.org.uk](mailto:demi@ncass.org.uk).

When you're ready to start your complaint you'll be asked to share details of your problem, evidence and some personal information, which we'll use to assess the situation. It's important to give us as much information as possible, so we don't have to keep coming back to you.

When it comes to the evidence we'll ask you to provide things like:

Dates you first noticed the issue and complained to the company.

Any copies of correspondence or details of phone calls. Such as dates, times and names of the members of staff you spoke to.

Any other evidence that demonstrates the issue. We won't be able to process the case without this.

## 6. Supply evidence for your complaint.

When we've processed your complaint, we'll pass the details to your Gas Engineer. We sometimes find that after we've presented your case, the Gas Engineer will acknowledge that it's let a customer down and will make an offer of resolution. If you are happy to accept, it can lead to an early resolution.

## **7. There'll be a full assessment of the situation.**

If the complaint remains unresolved we'll carry out a full assessment of the case. We base our decisions on what is fair and reasonable, taking into account:

- Both sides of the story.
- Relevant regulation.
- The law.
- What is accepted as good industry practice.

Assessments can take a long time, and some complex matters can take longer than average cases. You can speed up the process by making sure you give us all the details and evidence as soon as possible.

## **8. If you accept the resolution, the Gas Engineer has to comply.**

Your Gas Engineer is bound to the resolution if you choose to accept it. The NCASS team are on hand to work alongside our members and our Gas Engineer partners to get the remedy implemented. If your Gas Engineer hasn't complied within a reasonable time and you've chased them on the matter, we may be forced to remove them from the NCASS register.