



Title: Salus Certification PAS 2030 Complaints Procedure
Issue: v.1.0
Issued By: Sarah Rigby **Date:** 27/06/2024
Approved By: Catherine Garrido **Date:** 27/06/2024

Revision History

Issue	Issued	Approved	Reviewed
1.0	27/06/2024	27/06/2024	

Salus Certification PAS 2030 Complaints Procedure

Salus Certification may directly or indirectly receive complaints, from a variety of sources including customers, funding providers and other PAS 2030 Approved Installers. For all complaints, Salus Certification will receive record and if the situation demands it, address the complaint.

On request, Salus Certification will provide details of its complaints handling procedures to the Oversight and Registration Body, its members and the public.

1.0 Complaints received directly

1.1 Complaints can be received by phone, email or letter. Where a complaint is received via telephone, details of the conversation will be recorded; however, the complainant should also be advised to follow up the conversation in writing or email so that a 'paper trail' can be maintained.

1.2 Once the complaint is received, Salus Certification will acknowledge receipt and attempt to resolve the complaint within 5 working days.

1.3 Within the acknowledgement, the customer will be informed of the Salus Certification Complaints procedure, provided with an estimated timescale for resolving the complaint and Salus Certification will inform the complainant that accessing the PAS 2030 procedures does not affect their statutory rights

1.4 Complaints against Salus Certification

Where a complaint is made against Salus Certification, the nature of the complaint may include but is not limited to:

- Behaviour of a Salus Certification staff member
- Lodgement services
- Timescales and/or result of an audit

1.5 Complaints against Organisations

Salus Certification will process all complaints received concerning the actions of certified members and any associated report produced. The nature of the complaint may include:

- The behaviour of a certified EEM installer or their company/Organisation
- Timescales and/or output on a report produced by an certified member

- 1.5.1** Salus Certification will inform the Organisation of the complaint made, and would ask for their co-operation to be able to resolve the complaint.

2.0 Handling and Resolving the complaint

- 2.1** Salus Certification provides the complaints handling service free of charge for complainants
- 2.2** Certified Organisations are advised to, where possible, attempt to resolve their complaint by following their Complaints procedure. However Salus Certification acknowledges that this is not always possible and so clients are able to raise the complaint direct with Salus Certification for investigation.
- 2.3** If the complaint is still not resolved at this level, Salus Certification will inform the Oversight and Registration Body. Following this, if the Ombudsman requests any further information, Salus Certification will provide this.
- 2.4** If the Ombudsman makes any recommendations regarding any complaints or associated Customers, Salus Certification will respond appropriately.

Complaint can be on the following (but not limited to):

2.5 Behaviour of Salus Certification Personnel

If a complaint is relating to the behaviour of Salus Certification personnel, this matter will be investigated gaining as much details as possible from the complainant and the accused staff member. This will be presented to the Managing Director of Salus Certification to determine an outcome. If a resolution is unclear, or the complainant is not satisfied with this outcome, this matter may be referred to the Impartiality committee.

2.6 Lodgement Services

A complaint may be made if technical problems are occurring with the lodgement systems. Salus Certification encourages assessors to inform us immediately if they are having technical problems, so the problem may be fixed as soon as possible. In particular if the Organisation gains additional costs for the errors in the lodgement system, these may be refunded depending on the issue. This will be at the discretion of Salus Certification.

2.7 Quality of Report

Should the complaint be regarding the quality of report, it will be called for Quality Assurance (QA). If the report fails the QA check the GDA will be required to produce a corrected report, and this will then be issued to the client. If the audit fails, this may trigger risk – based auditing depending of the severity of the fail. This will be at the discretion of the QA team whether or not further auditing is required.

3.0 Organisations informing Salus Certification of complaints

- 3.1** Prior to certifying an Organisation, Salus Certification will ensure the Organisation's complaints procedure is valid and accessible.
- 3.2** The Organisation's complaints procedures will need to state that all complaints received and supporting documentation will be disclosed to Salus Certification within 5 working days. This is also included within the Certification Agreement.
- 3.3** Salus Certification will notify TrustMark of any sanctions imposed.
- 3.4** The Organisation must cooperate with any investigation activities undertaken by Salus Certification.

4.0 Complaints where a Criminal Activity is involved

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.

5.0 Recording Complaints

All complaints received will be recorded immediately on the Quidos Complaints Log which can be accessed at: <https://support.quidos.co.uk>

6.0 Concluding a Complaint

Salus Certification will try to conclude complaints as effectively as possible, ensuring the outcome is as fair as possible for the complainant and for any others involved.

Salus Certification will ensure that a written confirmation is sent to the complainant and other related persons, to update them on the situation. The written confirmation will include reasons for the outcomes with any supporting evidence available. If it is the final developments that Salus Certification can offer, this will be stated in the email.

If the complainant is not satisfied with the outcome, the written confirmation will explain how they can access the Appeals procedure in case they would like to escalate the issue.