

Customer Complaint Procedure

1. Company Details

Premi-air Testing and energy assessment services Ltd (The Company)

Address: 2 New Bassetts Cottages, Goudhurst Road, Horsmonden, Tonbridge, Kent. TN12 8AT

Telephone: 07751 824354

Email: info@premi-air.co.uk

The Company is accredited under the Independent Airtightness Testing Scheme (iATS) for the purpose of Domestic Air Tightness Testing in accordance with Approved Document L1A and with Elmhurst Energy for the purpose of On Construction Energy Performance Certificates (EPC's).

2. How Premi-AIR Testing and energy assessment services Ltd Handles Complaints

We aim to treat our customers fairly at all times, especially when they feel they have cause for complaint. We take any complaint extremely seriously.

Any complaint received, whether made in writing or verbally, is immediately referred to our Complaints Officer and formally recorded. The Complaints Officer is responsible for ensuring that the complaint is thoroughly investigated in line with the Independent Airtightness Testing Scheme code of conduct and Elmhurst Energy code of conduct.

In all cases the Test Report reference number appearing on the Air Permeability Test Certificate or Report Reference Number of the EPC should be quoted. The contact email address for your complaint is – info@premi-air.co.uk

3. As Soon as a Complaint is Received

All Written complaints will be acknowledged within 5 working days by the Complaints Officer upon receipt.

All verbal complaints will also be acknowledged within 5 working days by the Complaints Officer. This acknowledgment letter will also contain our understanding of the complaint as outlined by yourself and will request you to confirm in writing that you agree with our understanding of the matter.

If our investigations have not been completed within 72 hours (if we do not resolve the complaint we will issue a Summary Resolution Communication within 5 business days of receipt), our acknowledgement letter will confirm that we will;

- a) Investigate the complaint and aim to respond within four weeks of the date of receiving the complaint.
- b) Explain that, if we cannot complete the investigation within four weeks of the date of receiving the complaint, we will write to you again providing you with the reason(s) for the delay.
- c) Explain that on completion of our investigation we will inform you of the outcome and the options available to you.

After we have Investigated the Complaint:

Immediately on completion of our investigation the Complaints Officer will write to you notifying you of the outcome of our investigation, supported by reasons for our decision. If the outcome includes an offer of compensation, this will be fair and the basis of the calculation will be explained within our letter.

If we Cannot Resolve your Complaint Within four Weeks:

If, for any reason, our investigation is not concluded within four weeks of receipt, the Complaints Officer will write to you again informing you that our investigation is continuing, giving the reasons for the delay and a date by which the Complaints Officer expects to be able to contact you again.

If You are Not Satisfied With our Response:

If, following our final response, you remain dissatisfied with our position regarding your complaint, you may be entitled to refer your complaint to the Scheme Administrator. A referral should be made within six months of the date of the final letter or you may lose that right of referral. Our letter will include the name, address, email address and telephone number of the Scheme Administrator.