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Complaints Procedure

I Jason Coffey Domestic Energy Assessor will seek to resolve any initial complaint by telephone, email, or in person in the first instance.

Should the complainant be unhappy with this they should be asked to put the complaint in writing within seven days and that I would offer a resolution within twenty one days.

If the complainant were dissatisfied with my offer to resolve the matter the complaint would be escalated to the accreditation scheme. I must in my process ensure that a complainant is advised that they can escalate their complaint to the scheme at any time and they are not deprived of their legal rights. Complaints that are escalated to the accreditation scheme are logged by the scheme and will be dealt with in accordance with the complaints procedure set out in the scheme document and scheme complaints procedure.

I will notify any complaint to the accreditation scheme with details of the outcome if I were able to resolve the matter to the satisfaction of the complainant and keep a history of each complaint in a separate file which can be made available to the scheme on request.

Where this process does not resolve the complaint it will be referred to the independent appeal panel which will consist of three members of the BRE Certification Governing Body or subsidiary boards who:

1. Have not been directly involved in the decision under appeal and
2. Have no direct interest in the decision.

All complaints will be investigated and dealt with at no cost to the consumer.

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