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### **HIPCEA Complaints Policy – Dated 4<sup>th</sup> January 2010**

HIPCEA is committed to providing a quality service to its customers and partners at all times. We take complaints seriously and pledge to abide by the following policy:

All complaints will be handled courteously and personally by employees of HIPCEA.

We will endeavour to respond to a complaint in writing within five working days and will endeavour to resolve the complaint within four weeks of receipt of complaint. If the nature of the complaint will mean resolution will take longer you will be informed of this.

At your request we will liaise with counselling organisations or other independent parties acting on your behalf and will comply with any resolution reached by both parties.

If it is necessary to re-inspect a property due to an error on our part, you will not be charged for this. Similarly, if it is necessary for a revised Energy Performance Certificate to be produced due to a failure on our part, we will meet all the costs involved.

If necessary, a complaint may be escalated to SAVA, our accreditation body who have been appointed by the Government and are responsible for supervising the work of Home Inspectors and Domestic Energy Assessors.

A final decision will be made in writing by email or letter as you prefer. If you are not satisfied with the final outcome we can refer your complaint to the independent property codes adjudication scheme.

This policy does not restrict your right to take legal advice.