



HETAS Registration Schemes for Businesses and Engineers/Technicians Involved in the Installation and Maintenance of Wood, Biomass and Solid Fuel Burning Equipment

Conditions of Registration and Guidance

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Introduction

In order to operate safely and efficiently, domestic solid fuel, multi-fuel wood burning and biomass appliances and systems need to be correctly installed and maintained by competent individuals. Appliances and systems must operate in a safe and energy efficient manner as described in the various Building Regulations, Approved Documents, Codes of Practices and Standards.

To achieve this objective, HETAS has developed a Registration Scheme that supports installers and businesses involved in this work and helps them to work safely, efficiently and within the various laws that apply to the work involved.

HETAS is the official approval body for solid fuel, wood and solid biomass products and services within the UK.

The scheme aims to ensure that users of solid fuel, wood and solid biomass burning equipment have work undertaken by a competent Engineer/Technician working for a Registered Company, and can expect that the work will be carried out safely and to a good standard.

The installer scheme is for Businesses and their competent Engineers or Technicians. Businesses must ensure that any work carried out involving solid fuel, wood and solid biomass will be undertaken by a Registered Engineer/Technician and that where any ancillary workers or trainees are involved in any associated work, they are properly supervised to maintain safety and standards.

Only the competent and Registered Engineer/Technician can carry out or self-certificate work on the installation that relates to its safe and efficient operation in accordance with relevant regulations and standards.

The Register of Businesses is distributed throughout the country to organisations (including all Local Authorities) involved with the use of solid fuel and is available through the HETAS website at www.hetas.co.uk.

Registered Businesses can promote their business by using the scheme logo for Registered Installers.

The Scheme allows for the Registration of Businesses and their competent Engineer/Technicians under a number of different categories. These categories are listed separately.

The scheme includes the monitoring of work undertaken by Registered Engineers/Technicians to ensure that the standards are maintained.

HETAS operates registers for the England and Wales Competent Persons Scheme as named in the relevant Statutory Instrument; and in Scotland, Northern Ireland, Eire and the Channel Islands.

Conditions of Membership

1. General

- 1.1. Registered Businesses and Registered Engineer/Technicians must ensure that any installation or servicing/maintenance of solid fuel and wood burning equipment they undertake is carried out in a safe and workmanlike manner to ensure safety and good performance for their customers.
- 1.2. Any work that requires testing, adjustment or commissioning to achieve safety or efficient operation shall be tested, commissioned or adjusted.
- 1.3. In carrying out any work, Registered Installers must adhere to the statutory requirements of the Building Regulations, the Health and Safety at Work Act, and any other relevant legislation as required by the country, state or region where the work is carried out.
- 1.4. All work shall be carried out in accordance with the appropriate British or European Standards or Codes of Practice and any European Regulations which apply in the UK.
- 1.5. Any electrical work must comply with the appropriate Building Regulation requirements.
- 1.6. Businesses must maintain Public Liability Insurance cover at a minimum level of £2,000,000. Additionally, it is recommended that insurance cover should be provided against negligence, breach of duty, or failure to comply with approved standards.
- 1.7. On completion of the installation work, all Businesses must complete the three-part HETAS Certificate of Compliance relating to the work their registered engineer has undertaken. One copy should be left with the customer, one retained by the installer, and one returned to HETAS for further processing. The HETAS copy of the completed certificate must be returned to HETAS within seven days of the completion of the work.
- 1.8. Registered Businesses and Engineers must pay all subscription fees due to HETAS in full by the due date.

- 1.9. HETAS reserves the right to refuse registration to any applicant and to refuse re-registration to any Business seeking renewal of registration.

2 Business Registration

- 2.1. Business Registration is only available to those businesses which employ or use a Competent Engineer/Technician listed under their Business Registration. This may be a sole trader.
- 2.2. Business Registration may be sought in one or more areas of work, provided Competent Registered Engineers/Technicians are available. The current areas of work are listed on the Engineer's Application Form.
- 2.3. Installation of appliances will be notified to HETAS by the Registrant. In England and Wales, HETAS will then notify the relevant local authority of the work that has been self certified by the Registered Installer in lieu of a Building Notice.
- 2.4. HETAS can also register Specialists, although this may not be within the Competent Persons Scheme for England and Wales and may not be valid in respect of the carrying out of any installation works. The scope and wording of registration will be specified by HETAS at the time of application.
- 2.5. The Registration Scheme includes the inspection and monitoring of Registered Businesses to ensure that standards are maintained. Businesses and a sample of its Engineers/Technicians will be inspected/assessed at the time of application. An application fee is charged to cover this together with an annual registration fee. See current scale of charges.
- 2.6. HETAS reserves the right to refuse registration to any applicant if it feels there is a substantial reason to do so.
- 2.7. HETAS Registered Installers must notify all applicable solid fuel/biomass installation work through the HETAS self certification scheme.
- 2.8. Registered Businesses will, at the request of HETAS, provide certain information relating to their customers to enable quality control checks.
- 2.9. Registered Businesses must inform HETAS within ten working days of any circumstance relating to:
- i. changes in contact details
 - ii. changes in business name or legal status
 - iii. changes relating to their Registered Engineers/Technicians
 - iv. the addition and/or removal of work categories
- 2.10. Details of all installation works must be notified to HETAS on completion. This may be either using the manually completed HETAS certificate of compliance or by electronic means. In either case, any Registered Business must ensure that the work is undertaken by competent and registered individuals.
- 2.11. The notification is only valid where the works have been carried out in accordance with the requirements of the Building Regulations applicable to the locality where the work was undertaken.
- 2.12. Notification must be provided to HETAS within seven days of completion of the installation.
- 2.13. Registered Businesses must ensure that they only install appliances that meet the efficiency requirements as laid down in the current guidance documents covering Building Regulations applicable to the locality where the work is undertaken. The HETAS guide and website lists gross efficiencies for approved appliances to assist in compliance with this requirement.
- 2.14. Registered Businesses should, where appropriate, recommend the use of HETAS Approved Products and Services if such a product or service meets their customers' needs.
- 2.15. Registered Businesses employing Registered Engineers/Technicians must maintain the legally required insurance cover to person or property. Where they offer a design service or give professional advice, they must hold adequate Professional Indemnity insurance.
- 2.16. Registered Businesses must ensure that all work undertaken complies with the Statutory Requirement of the Building Regulations for the country or region, Health and Safety legislation, and any other relevant legislation. Additionally any works undertaken should comply with the appropriate British Standard Code of Practice and/or any European Codes and Regulations which may apply.
- 2.17. Registered Businesses will be expected to have available for use by their Registered Engineers/Technicians the latest versions of the following:
- i. HETAS Guide to Approved Products and Services
 - ii. appropriate sections of the relevant Building Regulations

- iii. any relevant British or European Standards and Codes of Practice
 - iv. for England and Wales, any domestic heating compliance guide or equivalent for the locality.
- 2.18. Any business seeking registration must fully complete a Registration Form and submit it together with any application and registration fees due. A further fee will be payable on annual renewal of Registration.
- 2.19. Registered Businesses must nominate an individual member of staff as the HETAS contact.
- 2.20. Businesses who meet the conditions outlined above will be issued a Certificate of Registration to cover their registration with the scheme. This remains the property of HETAS, and must be returned to them if for any reason registration ceases.
- 2.21. Registered Businesses will be able to promote their business as being HETAS registered. They also have the benefit of the use of the relevant scheme logo.

3 Registration of Competent Engineers

- 3.1. Individual Engineers/Technicians seeking registration under the Competent Persons Scheme must work for or operate a bona fide HETAS Registered Business.
- 3.2. Engineers/Technicians may be registered as competent to carry out work in one or more areas. The current areas of work are listed on the Engineer's Application Form.
- 3.3. HETAS can also register Specialists, although this may not be within the Competent Persons Scheme for England and Wales and may not be valid in respect of the carrying out of any installation works. The scope and wording of registration will be specified by HETAS at the time of application.
- 3.4. An annual fee is charged for the registration of individual Engineers/Technicians. See current scale of charges.
- 3.5. The Registration Scheme includes the inspection and monitoring of both the Registered Engineer/Technician and the Business to ensure that standards are maintained. Engineers/Technicians may be inspected/assessed at the time of application and/or at subsequent inspection visits.
- 3.6. HETAS reserves the right to refuse registration to any applicant if it feels there is a substantial reason to do so.
- 3.7. Applicants must possess appropriate qualifications/experience as listed in the current Minimum Technical Competence document (MTC) and as specified by HETAS from time to time.
- 3.8. Registered Engineers must successfully complete the appropriate HETAS Training Course and Assessment to ensure that they are up to date with appropriate Building Regulations and safety related subjects.
- 3.9. Applicants seeking registration must fully complete a Registration Form and submit this along with any fees due.
- 3.10. Successful applicants, and those renewing registration, who meet the requirements of the scheme will be issued a Certificate of Registration to cover their registration with the scheme. This Certificate remains the property of HETAS and must be returned to them if for any reason registration ceases.
- 3.11. Registered Engineers will be issued with a personal Identification Card. The card will indicate which type of activity the individual engineer is registered to undertake and should be available for inspection by the customer. The card remains the property of HETAS and must be returned to them if registration ceases for any reason.
- 3.12. Registered Engineers must inform HETAS of any changes to their employer within 14 days. The new employer must contact HETAS, provided the business is already registered, to add the engineer to the register and pay the required fees.
- 3.13. Registered Engineers must have access to the appropriate sections of the Building Regulations, all relevant British Standards and the HETAS Official Guide to Approved Solid Fuel Products and Services. All documents must be in their latest versions.
- 3.14. Anyone intending to undertake works on un-vented systems must additionally hold a current acceptable un-vented training certificate or card.

4 Specialist Businesses or Engineers/Technicians

- 4.1. Individual Engineers/Technicians seeking registration under the Scheme must work for or operate a bona fide Scheme Registered Business. This may be a sole trader.
- 4.2. Businesses or Engineers/Technicians who specialise in a specific area of work can become registered provided they meet the general conditions of the scheme.

- 4.3. Businesses or Engineers/Technicians seeking Registration as Specialists must have an in depth specialist knowledge and experience relating to the area of work for which they wish to be registered. They must also have a considerable understanding of the legal and best practice requirements for their specialist area. Applicants will need to agree with HETAS the wording associated with their particular area of work and how HETAS lists the business on the register.

5 Business and Engineer/Technician Monitoring Scheme

- 5.1. To ensure that the standards of workmanship provided to customers by Businesses and Engineers/Technicians are maintained, an inspection of their wood/biomass/solid fuel work will be undertaken at intervals to be specified by HETAS from time to time.
- 5.2. The monitoring will take one or more of the following forms:
- i. site visits by a HETAS nominated inspector
 - ii. visits to the Registered Business premises
 - iii. postal or telephone questionnaire to individual customers
- 5.3. Additional inspections may be undertaken if there are complaints or significant changes to the way the business operates. Any of these are additional inspections not covered by the standard registration fees and will be charged at the rate set from time to time by HETAS to cover costs. Details of the current charges are given in the document "Fees and Charges".
- 5.4. Businesses must supply names and contact details of customers, and the type of work they have undertaken involving solid fuel, as requested by HETAS. This information will be used to monitor the performance of the Registered Business.
- 5.5. Businesses will be informed of the results of any monitoring carried out by HETAS.
- 5.6. Any work found to be of an insufficiently high standard must be rectified to the satisfaction of HETAS within a stated time period and without charge to the customer.

6 Registration Fees

- 6.1. Businesses must pay a first year application/registration fee to HETAS at the time of applying for registration. Further subscriptions are to be paid annually on the anniversary of registration.
- 6.2. Businesses must additionally pay the registration fee of any Engineers/Technicians they employ with further subscriptions to be paid annually on the anniversary of registration.
- 6.3. Where there are complaints from the customers of HETAS registrants, HETAS may, at its discretion, inspect the site to confirm whether there are grounds for complaint, and to see if the work is in compliance with regulations and standards and is safe. Where defects are found, HETAS may charge the registrant a reasonable sum for that inspection and any subsequent inspections as these are considered additional inspections not covered by the normal registration fees. See "Fees and Charges".
- 6.4. If for any reason a Business's application for membership of the scheme is refused, only the registration element of any payments made will be refunded.
- 6.5. If for any reason the Registration of a Business is withdrawn following an inspection visit, no refund of any fees will be made by HETAS.
- 6.6. If for any reason a Business wishes to resign from the Scheme, no refund of any fees paid will be made by HETAS.
- 6.7. If for any reason an application to add an Engineer/Technician to the Business Registration is refused, the fee paid for that engineer at the time of application will be refunded.
- 6.8. If for any reason an Engineer/Technician wishes to resign from the scheme, no refund of any fees paid will be made by HETAS.
- 6.9. The annual subscription fees and other charges will be set by HETAS. The current applicable scale of fees and charges are given in the HETAS document "Fees and Charges".

7 Resignation from the Register

- 7.1. Businesses or Engineers/Technicians may resign from the Register, provided 28 days notice is given in writing to HETAS. No refund of any subscriptions already paid to HETAS will be made.

- 7.2. In the event of an outstanding customer complaint, Businesses must undertake any remedial work identified by HETAS before their resignation becomes effective.
- 7.3. Following resignation from the Scheme, Businesses and Engineers must not describe themselves as being HETAS Registrants, display Certificates of Registration and/or HETAS logos.
- 7.4. Businesses and Engineers must return their Certificates of Registration and Identification Cards to HETAS within 28 days of their resignation.

8 Withdrawal of Registration

- 8.1. Businesses and/or their registered Engineers/Technicians may be removed from the Register where HETAS believes there is a significant reason to do so. This may include for example:
 - i. Businesses become insolvent or cease to trade
 - ii. Business and/or Engineers/Technicians act in such a manner so as to bring HETAS and/or the Scheme into disrepute
 - iii. Businesses and/or Engineers/Technicians failing to comply with the Statutory Requirements of the Building Regulations, Health and Safety at Work Act and any other relevant legislation
 - iv. work undertaken by the Business or Engineers/Technicians, or on their behalf, is found to be of a standard which HETAS considers unacceptable
 - v. Businesses fail to rectify work found to be defective during inspection or complaints investigation
 - vi. failure to pay any fees or subscriptions within 28 days of the due date.
- 8.2. HETAS reserves the right to publish details of any withdrawal of Registration and the reasons for doing so.
- 8.3. Businesses and Engineers/Technicians, whose Registration is withdrawn for any reason by HETAS, can appeal against the decision. An appeal must be made in writing to HETAS within 28 days of the notice of withdrawal being served.
- 8.4. Appeals will be considered under the Rules for Refusal, Suspension or Removal of Registration, Disciplinary Action and Appeals Procedure.
- 8.5. During the period of an appeal i.e. from the date of the initial loss of registration to the date of notification of the results of the appeal, Businesses or Engineers/Technicians will be considered to be suspended from the Register. During such a period, the Business or its Engineers/Technicians must abide by the obligations of membership but must not describe themselves as being HETAS Registered, use their Scheme ID cards, or display HETAS Registration Certificates and/or Logos.
- 8.6. In respect of applicants, registrants and appellants, HETAS may use probationary or conditional registration where there are circumstances it feels warrant such restrictions. Any such period will be time limited and a reason for such action will be given in writing.

9 Rules for Refusal, Suspension or Removal of Registration, Disciplinary Action and Appeals

- 9.1. Where it appears to HETAS that a Scheme Registrant or applicant may be in breach of the rules for Registration, does not meet the required standards, or HETAS is in receipt of relevant information from another scheme or enforcement agency, HETAS may refuse, defer or suspend Registration by notice whilst it investigates the matter. Where a suspension is in respect of any Registration Category, it may also apply to other related Categories of Registration or categories of work.
- 9.2. Compliance: Applicants, Registrants and their employees must meet the required standards and comply with the HETAS rules and relevant industry standards in respect of any work carried out by them; under their management, direction or supervision by a sub-contractor or agent, or inspected by them. Applicants and Registrants should understand that an inspection may be carried out by HETAS (or its agent); and the Applicant/Registrant must provide to HETAS such documents and other information as it shall require.
- 9.3. Complaints: Where HETAS receives a justified customer complaint and the Registrant refuses to remedy as requested, HETAS may take disciplinary action. Where this is the case and it results in suspension or removal of Registration, this disciplinary process applies. Note; HETAS will charge for inspection visits in relation to justified complaints at a rate determined from time to time by HETAS.
- 9.4. Deferral of application: Applications may be deferred by HETAS if they are submitted while the Applicant or any Business in its control:
 - i. is the subject of an investigation into their work or conduct or

- ii. is suspended from the scheme or
 - iii. is the subject of any pending or threatened prosecution or
 - iv. is the subject of a pending first stage review or
 - v. is the subject of an appeal panel hearing.
- 9.5. Probationary Registration: HETAS may, at its discretion, register an Applicant for a probationary period. This can be for all or some Categories of Registration or areas of work. HETAS may terminate or extend probation at any time by not less than five Business Days. At the end of the probationary period, the Applicant shall cease to be a Registrant and be removed from the Register unless HETAS extends the probationary period. Probationary Registration may be stated on the Applicant's Certificate of Registration and Identity Card. Probationary Registration may only be granted for a period of up to six months (at the discretion of HETAS) after which they must comply with the requirements or cease Registration.
- 9.6. Conditional Registration: HETAS may, at its discretion, impose Conditional Registration. This may apply to applicants or existing registrants and in respect of all or some categories of Registration or work. If the conditions are not met within the specified time, registration may be removed or refused. Conditional Registration may be stated on the Certificate of Registration and Identity Cards. Conditional Registration may only be granted for a period of up to six months (at the discretion of HETAS) after which they must comply with the requirements or cease Registration.
- 9.7. Decisions: HETAS will decide whether an Applicant or Registrant, or Registrant's employee meets the required Standards and whether it/they shall be Registrants. In making those decisions HETAS may take into account all matters of which it is aware including (without limitation) those relating to periods prior to the date of the Application and Records. HETAS shall give written Notice to the Applicant of its decision stating:
- i. the reasons for the decision including details of any Records taken into account;
 - ii. the effect of the decision; and
 - iii. the procedure for applying for a First Stage Review of the decision
- 9.8. Appeal Panel: Where a decision by HETAS on an Application/Registration is confirmed by a First Stage Review, the Applicant may, by written Notice received by HETAS within 15 Business Days of receipt of notification of the First Stage Review Panel's decision, appeal against that decision, if there are reasonable grounds.
- 9.9. Where HETAS accepts an appeal on reasonable grounds, it will set up an Appeal Hearing at its offices where an Appeal Panel will meet and hear the case. The panel will include:
- i. a Technical expert who may be a HETAS member of staff, or an agent of HETAS, but whose job is to offer and demonstrate by reference to normative documents if necessary, technical clarification for the benefit of all parties. The expert will not be directly involved in the final decision
 - ii. a representative from HETAS not previously involved in the case
 - iii. two other persons with sufficient experience to hear the case
 - iv. the appellant may bring legal or other professional representation and HETAS may be represented by an appropriate person where necessary.
- Each party will present its case and each may be cross examined.
- A decision will be arrived at by the panel. They may be guided on matters relating to the rules of registration by a HETAS registration representative in order to facilitate a final decision.
- The decision of the Appeal panel is final and will be notified to the appellant within ten business days.
- 9.10. The result of the appeal may not be limited to a decision on registration status alone and will be binding on all parties. The decision may include directions as to remedial work. The parties will be notified of the result of the panel's deliberation within two weeks of the hearing.
- 9.11. Appeal Panel Costs: The cost of appeal is considerable and HETAS will only accept an appeal where a deposit is paid. Details of the current deposit required are given in the HETAS document "Fees and Charges". Where the appeal is found in favour of HETAS then the deposit is not refundable. Where the appeal is found in favour of the appellant, then the deposit is returned. No other costs or fees will be paid by HETAS to the appellant or anyone acting on their behalf.
- 9.12. Advertisement. HETAS reserves the right to publish, advertise, or share with other competent persons schemes, such details of the results of its disciplinary and/or appeals procedures it considers necessary to protect the image of HETAS and the industry.

10 Complaints Process

- 10.1. HETAS is concerned with the safety, efficiency, technical standard and compliance with relevant Building Regulations of the work carried out by its Registrants. A requirement for continued HETAS Registration is that the work of Registrants must comply with relevant Building Regulations, Approved Documents, British and EU Standard and general Regulations as applicable to the region or country where the work is carried out and/or relevant Industry Codes of Practice. If the work of any Registrant is found to be below these standards, HETAS requires the Registrant to remedy any defects at no additional cost to the customer and to ensure that relevant standards are achieved.
- 10.2. Complaints about the work of HETAS Registrants may arise from time to time. The complainant should first inform the Registrant of the problem allowing him/her a reasonable period of time in which to respond to the complaint. If this does not resolve the problem satisfactorily or, the Registrant fails to respond to the complaint within a reasonable period of time, the complainant may (subject to any applicable exclusions) use the HETAS Complaints Procedure described below.
- 10.3. The complainant must formally register their complaint with HETAS in writing e.g. letter, fax or email. The notification must clearly detail elements of the work in question that the complainant considers unsafe and/or non-compliant with relevant standards, or those elements of the work that the complainant considers unsatisfactory, together with the reasons why. The complaint should include any relevant documents e.g. receipts, copy of the Certificate of Compliance.
- 10.4. On receiving a relevant Customer Complaint and having verified that the HETAS Complaints Procedure is applicable, HETAS will confirm receipt of the complaint and contact the Registrant. HETAS may make a written request to the Registrant for comments in writing.
- 10.5. If the complaint is relatively minor and the facts surrounding the complaint are not in dispute, HETAS will confirm this to both parties and it shall be left to the complainant and the relevant Registrant to resolve the complaint between them without any further HETAS involvement.
- 10.6. If the complaint is not relatively minor, the facts surrounding the complaint are in dispute and/or the complainant and the Registrant have been unable to resolve the complaint between them, the Complaints Procedure will be escalated. On receipt of the Registrant's comments, HETAS may make arrangements for an on-site inspection to be carried out by a HETAS Inspector. The Inspector will arrange a suitable appointment with both the complainant and the Registrant (where possible) to carry out the on-site inspection. The purpose of any on-site inspection is to fairly determine whether or not the items of work or service provision about which the complaint has been made, meet the required technical, safety and consumer protection standards. As such, both the complainant and the Registrant (or a representative of either or both parties) should be present at any on-site inspection. No other person should be present without the prior written consent of HETAS.
- 10.7. After the on-site inspection has been carried out the HETAS Inspector will prepare a brief written report detailing the work inspected, or the problem with the provision of work. The report will detail the results of any tests and/or investigations carried out and any deviations from the required standards detected by the inspector. A copy of the report will be given to the Registrant and the Complainant.
- 10.8. If the report reveals any deviations from the required standards, HETAS will require the Registrant to carry out such remedial action as HETAS deems necessary, without any additional cost to the complainant. In some serious cases, and at the discretion of HETAS, a further inspection may be made after completion of the remedial action to confirm that the deviations requiring correction have been corrected. N.B. This may not apply in respect of any deviations that have arisen from particular specification requirements.
- 10.9. If any Registrant does not honour any requirement to carry out remedial action in accordance with HETAS' instructions, there are additional stages to this process and the relevant one(s) will apply:-
 - i. A HETAS Complaints Panel will review the complaint. The panel will include a HETAS person responsible for complaints, a HETAS Director, and a representative with a consumer interest. This body may decide on formal disciplinary action.
 - ii. Where it is not possible to get the Registrant to complete the remedial work or actions, the installer may be removed from the HETAS register, subject to an appeal process.
- 10.10. All decisions regarding the application and interpretation of the HETAS Complaints Procedure, the safety and technical standards of any work, or inspection reports in connection with the work and any remedial work required, rest solely with HETAS.
- 10.11. All complaints will be dealt with by HETAS as quickly as is reasonably possible. Due to the need to deal with and resolve all complaints fairly and consistently, it may take several weeks to resolve any given complaint, even if the complainant and the relevant Registrant are fully co-operative and respond promptly to all correspondence and/or requests for written comments, information and/or attendance at any on-site inspection.

- 10.12. The HETAS Complaints Procedure provides benefits in addition to the legal and statutory rights of any complainant normally associated with purchasing products and/or services. The HETAS Complaints Procedure does not in any way reduce or modify any such rights.
- 10.13. Where HETAS attends on site to inspect after a complaint is made, and the complaint is justified on the grounds of safety, compliance with standards or conduct of the registrant, HETAS may charge the registered installer for the inspection visit at a rate set from time to time. Details of the current charges for a complaint inspection are given in the HETAS document "Fees and Charges".
- 10.14. The HETAS Complaints Procedure does not deal with:
- i. complaints about work carried out by anyone other than a HETAS Registrant
 - ii. complaints where action has been taken to correct, alter or remove the features of the work complained about or where the relevant features of the installation work have subsequently been altered or removed
 - iii. complaints about matters which are the subject of current or intended legal action by the complainant (since the HETAS Complaints Procedure simply exists as an initial alternative to litigation and may not question decisions of a legal nature)
 - iv. non-compliance with technical specification requirements which fall outside the scope of required technical standards
- Note: There are times when the HETAS Complaints Procedure can only apply to completed work, not to work that is still in progress, as there may be uncertainty about the standard intended on completion.
- 10.15. For a complaint to be acted on by HETAS, the work in question must have been completed no more than one year before the date the complaint is formally registered with HETAS in accordance with the HETAS Complaints Procedure. The HETAS Complaints Procedure is only available to those with a direct interest in the work being complained about. Any complaint registered under the HETAS Complaints Procedure must therefore be made by the relevant customer (i.e. the person who ordered the installation work) or someone acting on the customer's behalf and at the customer's request. Any other person wishing to make a complaint under the HETAS Complaints Procedure should refer the matter in writing to the relevant customer to raise on his/her behalf.
- 10.16. In order for the HETAS Complaints Procedure to operate effectively, the complainant must be willing and able to permit the Registrant (or his/her representative);
- i. to be present at any on-site inspection carried out by a HETAS Inspector
 - ii. reasonable access to the premises at which the on-site inspection will be carried out
 - iii. reasonable access to the premises to enable him/her to satisfactorily carry out any resultant remedial work deemed necessary by HETAS.
- 10.17. Where Registrants/Complainants elect to seek remedy outside of this process, HETAS may, at its discretion, suspend or alter any action as it feels appropriate. In this case the complaint may be referred back to the Complaints Panel.
- 10.18. In certain circumstances, it may be deemed necessary to instigate disciplinary proceedings against the Registrant. Any such disciplinary action will be undertaken within the HETAS procedures outlined in "Rules for Refusal, Suspension or Removal of Registration, Disciplinary Action and Appeals". (See page 6 of this document).
- 10.19. Where the Registrant refuses to co-operate in the complaints procedure and is subsequently removed from the register, HETAS will reasonably assist customers in resolving any of the issues outside of the HETAS process.

11 Certificates of Compliance

- 11.1. Registrants must notify to HETAS any applicable installation work undertaken. This must be on an original HETAS Certificate of Compliance purchased from HETAS, or via the HETAS web site where electronic notification credits can be purchased. Details of the purchase and the costs of the Certificates of Compliance and notification credits can be found in the "HETAS Scale of Charges."
- 11.2. The certificates supplied as a three part form. After completion, the top white copy should be sent to HETAS. The pink copy should be given to the customer and the yellow copy should be retained by the installing company.
- 11.3. HETAS undertakes to notify the works carried out to the Local Authority of the area where the installation took place within the statutory time of thirty days. To achieve this, it is vital that the completed Certificate of Compliance are returned to HETAS as soon as possible and in any case within seven days of the completion of the installation.