



## HETAS Approved Retailer Scheme Requirements and Conditions of Registration

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## Introduction

Retailers hold a unique position in the solid fuel, wood and biomass sector. They are often the first really influential point of contact for consumers and are well-placed to influence the sale and installation of appliances as well as on-going safe and efficient use.

HETAS recognises the value of the retailers' position and wants to ensure that retailers are given support from HETAS and are recognised for giving good safety, quality, and sales advice across a number of subjects that are important for the reputation of our sector and for the safety of customers. This covers advice on purchase of an appliance, surveying the property, buying fuel, maintaining the appliance and sweeping the chimney.

In the *HETAS Approved Retailer* scheme, the registered businesses are responsible for ensuring that all customers get appropriate advice from staff members and from display material. *HETAS Approved Retailers* help set a standard for the solid fuel heating trade.

In order for consumers to own, operate and maintain a safe and efficient appliance, they should have informed guidance from trained individuals. They should be given advice to help them make an informed decision, meaning they:-

1. Purchase an appliance that is suitable for their needs
2. Seek a safe and legal installation from a *HETAS Registered Installer* or via another legally compliant route
3. Are given pertinent information on how to use their appliance safely and effectively, and on keeping it and the chimney maintained
4. Buy the right fuel and store it correctly.

This scheme is for UK based retailers of solid fuel/wood/biomass appliances and ancillary equipment. It aims to help promote those retailers delivering high levels of service and demonstrating good practice. The Retailer Scheme welcomes both installers who wish to operate a HETAS-approved showroom and businesses who focus on retailing only.

### Definition of terms:

- **Advice** – information and recommendation given by any staff relating to the purchase or use of solid fuel or solid fuel appliance
- **Appliance** – a heating appliance fired by solid fuel (including stoves, boilers and their ancillary equipment)
- **Customer** – a prospective purchaser or purchaser of solid fuel or a solid fuel appliance
- **HETAS Registered Installer** – an engineer who is registered through a business on the HETAS Competent Person Scheme as competent to install the relevant type of appliance
- **Registration** – valid participation in the scheme by a business that meets the requirements and pays the required fees, covering each of the locations declared in the application
- **Solid fuel** – fuel for use in a heating appliance, mineral based or wood/biomass, including both natural and manufactured products
- **Trained Advisor** – a showroom staff member who has been trained to the level required by this scheme (including passing any test that is part of the training module) and has been declared by the retailer in the application.

## Requirements for the HETAS Approved Retailer Scheme

### Knowledge and Competence

Registration for the *HETAS Approved Retailer* scheme requires that at least one member of showroom staff is adequately competent to be able to provide informative advice to a prospective customer. Knowledge may be obtained by successfully completing the HETAS Approved Retailer training course (or another technical HETAS course to Hoo2 Solid Fuel Regulations & Standards level or higher). New applicants for the Approved Retailer scheme must have completed the qualification (as shown on the certificate) in the preceding five years. Applicants with certificates from older courses will be expected to either update their knowledge or attend a Refresher course.

Approved Retailers should keep a copy of Approved Documents J and L and an *Official Guide to HETAS Approved Products & Services* in the showroom for reference at all times. The Approved Documents are available to download free here: [www.planningportal.gov.uk/info/200135/approved-documents](http://www.planningportal.gov.uk/info/200135/approved-documents)

The *Official Guide to HETAS Approved Products & Services* can be viewed on the HETAS website [www.hetas.co.uk](http://www.hetas.co.uk) and a free hard copy is sent to your showroom each year you are member of the scheme.

### HETAS Advice Sheets

Following industry feedback, HETAS have made available advice sheets for consumers. These are available to download free from our website or printed copies can be purchased from the HETAS online shop, which all registered *HETAS Approved Retailers* have access to. As a condition of registration *HETAS Approved Retailers* must display all of the advice sheets in their showroom.

### Advising customers on design of installation and safety related issues.

- Any Retailer doing property surveys or designing installations must hold appropriate Professional Indemnity Insurance for at least £250,000 per claim
- If the Retailer engages others to survey the property and/or offer design solutions then the Retailer must ensure that the person offering advice has appropriate Professional Indemnity Insurance.

### Appliance Labelling

Each appliance should have the following information on display as a **minimum** to fulfil the requirement of the *HETAS*

*Approved Retailer* Scheme:

- Manufacturer & Model
- Rated output kW (Nominal Output)
- Efficiency (%) GROSS described to the nearest one decimal place or whole number. The HETAS website contains a guide for calculating the gross efficiency from the net efficiency. (It is optional whether to also display NET efficiency)
- Fuel Type (e.g. Multifuel, Woody Log) and fuel specification if relevant (e.g. max moisture content, max length of log)
- Appliance Type eg open fire/room heater/stove/cooker/boiler, dry appliance or wet (heating system/hot water)
- Labelling shows if DEFRA Exempt (for use in Smoke Control Areas)
- Labelling shows if HETAS Approved.

**Showroom staff should be able to provide the following details for all appliances (it is not mandatory to display this information):**

- Price
- Dimensions
- Length of guarantee
- Manufacturer instructions in English
- Weight
- Flue/Chimney Size – required as a minimum with this appliance (subject to Building Regulations)
- Material – STEEL / CAST IRON
- Minimum distances to combustibles
- Hearth requirement – consistent with Building Regulations and dependent on appliance tests
- Can appliance operate with door(s) open?
- MCS Approval Status (only for appliances in relevant categories)
- If fuels are on sale in the showroom, identify a fuel which meets the required specification for the appliance.
- Benefits of choosing a HETAS approved appliance
- Maintenance requirements.

### Fuel Labelling

Retailers selling solid fuels are required to display the following information against all solid fuel products (your fuel supplier should be able to help answer some of the more detailed features):

- Price
- Accreditation status – state if it is part of a quality assurance scheme that is checked by a third party e.g.
  - Woodsure for firewood, briquettes and wood chip
  - ENplus for pellets
  - An approved sustainable fuel from a supplier listed on the Biomass Sustainability List (BSL), meeting the sustainability requirements of the Government's Renewable Heat Incentive Scheme (RHI)
- Country of origin
- Moisture content
- Solid fuel type (firewood log / firewood kindling / log for seasoning / woody briquette / mineral fuel)
- For mineral fuels, state if not authorised by DEFRA for use in Smoke Control Areas
- Pack size
- Length (for logs)
- Log Species or type ( Hardwood/Softwood)
- Drying method of log (e.g. Kiln Dried, Air Dried, Unseasoned).

For features such as moisture content, your fuel supplier should be able to give you a reading. You can purchase moisture meters from the online HETAS shop for showroom use or resale.

Any performance/output claims for a fuel (e.g. kWh/m<sup>3</sup>) must be taken from official reports and/or certified testing.

### Home Surveying

In order to protect the customer and the retailer, the retailer establishes good practice for the point at which a domestic customer buys an appliance. The following section describes proposed good practice.

Stove retailers should recommend that a customer has a home survey, and where appropriate a chimney survey be carried out by a competent person, before deciding on the purchase of a solid fuel appliance.

Before a retailer sells an appliance:

- To a *HETAS Registered Installer*, they should have carried out an appropriate survey before purchase
- To a non-HETAS installer, they should be reminded of their legal obligations with regard to advising the customer to get building control approval
- To a householder, they should ensure that the appliance being purchased is compatible with the result of their home survey report.

#### **Other Requirements**

- *HETAS Approved Retailers* must display at least one HETAS Approved product. All registered businesses must have a showroom facility to allow customers to view products and receive appropriate professional advice
- All appliances on sale must be CE marked as required by the Regulations.

#### **Application**

Once you have demonstrated that you meet the criteria for *HETAS Approved Retailer* and full payment is received, your membership will begin and your registration certificate is issued. Registration is to be renewed annually.

## Conditions of Registration

### 1. General

1.1 Registered “Approved Retailers” must pay all fees due to HETAS in full by the due date.

### 2. Registration as an Approved Retailer

- 2.1 Registration as an Approved Retailer is only available to those businesses that offer and display the sale of solid fuel heating appliances. At least one HETAS Approved appliance must on sale to be listed as a *HETAS Approved Retailer – Appliances*. If an Approved Retailer business also sells at least one HETAS Approved or Woodsure fuel, it may have an additional listing in the category of *HETAS Approved Retailer – Fuels*.
- 2.2 HETAS reserves the right to refuse registration to any business or individual applicant if it feels there is substantial reason to do so.
- 2.3 *HETAS Approved Retailers* 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 the listing details of their Trained Advisors
  - iv. Any on-going inability to meet the rules of the scheme.
- 2.4 Approved Retailers must ensure that they are aware of (and can advise the customer of) the appliance efficiency requirements as laid down in the current guidance documents covering Building Regulations (second tier document of ADL) applicable to the locality where the work is undertaken. *The Official HETAS Guide to Approved Products & Services* and the HETAS website list gross efficiencies for HETAS Approved appliances.
- 2.5 Approved Retailers should understand and explain the advantages to consumers of using a *HETAS Approved Product* and *HETAS Registered Installer Service* and promote the benefits of HETAS where possible.
- 2.6 Retailer staff must be able to advise the customer on how to find *HETAS Registered Installers* (Competent Persons Scheme) and *HETAS Approved Chimney Sweeps*. A customer can find either of these as well as plenty of consumer advice on the HETAS website. [www.hetas.co.uk](http://www.hetas.co.uk).
- 2.7 *HETAS Approved Retailers* must maintain the legally required insurance cover to person or property. Where they offer a design service or give property advice (for example following a site survey), they must hold adequate Professional Indemnity Insurance.
- 2.8 Retailers who provide evidence of meeting the conditions outlined above will be issued a certificate of registration. This remains the property of HETAS, and must be returned to them if for any reason their *HETAS Approved Retailer* registration ceases.
- 2.9 Approved Retailers will be able to promote the retail function of their business as being HETAS Approved. They may also use the relevant *HETAS Approved Retailer* logo on-site at each registered showroom and in advertising any or all of the registered showrooms.
- 2.10 Registration as a *HETAS Approved Retailer* **does not include** registration as a business for the HETAS Competent Person Scheme or any other HETAS scheme. These are separate schemes and have different conditions of registration and additional fees. Other scheme logos are not interchangeable with the *HETAS Approved Retailer* logo.
- 2.11 Responsibility for installations: registration with the Approved Retailer scheme is suitable for businesses selling to independent installers or whose customers select their own installer. Approved Retailers may choose whether or not they wish to recommend individual installers or specialist suppliers. The Retailer scheme also welcomes integrated businesses with dual registration on the *HETAS Registered Installer* scheme. However any of the following are **not permitted** under the scheme:
- i. Insisting that a non-HETAS-approved installer is employed by the consumer, as a condition of sale
  - ii. Requesting that an installer withholds or delays notification of completed solid fuel installation, in contravention of Building Regulations
  - iii. An Approved Retailer business falsely claiming that they (or their appointed sub-contractor) hold *HETAS Registered Installer* approved status when they do not hold current registration on the installer (Competent Person) scheme
  - iv. Offering to organise or enable Competent Person Scheme self-certification of an installation by any person who did not properly carry out or personally supervise that installation.

- 2.12 Registered Businesses must nominate a responsible individual who will be fully responsible for HETAS certification requirements and compliance for the business and for communications.
- 2.13 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. Use of the logo must be clear and never misleading. All businesses must comply with rules and guidelines for logo use issued by HETAS. The HETAS logo must not be used so as to imply applicability to other trades carried out by a business which are not covered by its registration with HETAS.
- 2.14 Businesses will be listed on the HETAS website through the "Find Retailer" search. Businesses not wishing to be listed on this search must make the request in writing giving their reasons for being hidden from the search facility.
- 2.15 It is essential that Registered Businesses have access to adequate insurance and products. HETAS Insurance may contact registrants/applicants with insurance offers which are tailored to their needs. HETAS may invite selected registrants and/or applicants to participate in other benefits or offers from selected industry partners.

### 3. Listing of Trained Advisors

- 3.1 Trained Advisors only maintain their status in the scheme whilst they are employed by or working for their associated *HETAS Approved Retailer* business.
- 3.2 Trained Advisors must be based at the showroom as declared and have their primary role as advising visiting customers, subject to the opening hours of the showroom and allowing for standard absences (e.g. holidays and periodic training).
- 3.3 HETAS reserves the right to refuse the listing of any Trained Advisor if it feels there is substantial reason to do so.
- 3.4 A business has the option to buy individual HETAS identification cards for any or all of their listed Trained Advisors whilst it is registered with the scheme. The card remains the property of HETAS and must be returned if the registration ceases for any reason, or if the Trained Advisor discontinues employment at the *HETAS Approved Retailer* business with which they are initially associated. If the Trained Advisor commences employment at a different retailer, they should contact HETAS so that records are updated and appropriate instructions can be issued.
- 3.5 Listing as a Trained Advisor as part of the *HETAS Approved Retailer* certification **does not indicate competence for showroom staff to undertake any form of installation or maintenance work** on a customer's appliance. Only a *HETAS Registered Installer* can certify an installation through HETAS. For maintenance services, the Approved Retailer business is responsible for ensuring their staff have the additional competence required to provide any activities offered to customers. Fees for registration on the Approved Retailer scheme do not cover inspection or rectification of installations or maintenance work.
- 3.6 The registered contact at the Retail business must inform HETAS of any changes to the employment status of a Trained Advisor within 14 days. Should this result in there being no Trained Advisors, the retailer must book another employee onto a suitable training course and provide evidence of booking to HETAS. HETAS may suspend the website listing, or amend the showroom listing to show the lack of a Trained Advisor. A new Trained Advisor must be registered within three months, otherwise the showroom will be removed from the register.
- 3.7 Trained Advisors must have access to the appropriate sections of the Building Regulations, all relevant British Standards, the *HETAS Official Guide to Approved Products & Services* and *The Domestic Building Services Compliance Guide*. All documents must be in their most recent versions.

### 4. Monitoring of the *HETAS Approved Retailer* Scheme

- 4.1 To ensure that retailers uphold good standards, HETAS reserves the right to monitor showrooms and/or review the advice offered to customers.
- 4.2 The monitoring may take one or more of the following forms:
  - i. Showroom visit by a HETAS nominated inspector
  - ii. Postal or telephone questionnaire (formal)
  - iii. 'Secret shopper' telephone call.
- 4.3 Where monitoring reveals opportunities for improvement, the Retailer will be contacted to discuss required and/or recommended actions.

## **5. Appliance and Fuel Labelling**

- 5.1 All appliances and solid fuels for sale in the premises of the retailer must comply with the labelling requirements as described by Requirements for the *HETAS Approved Retailer* Scheme given above. Showroom staff should be ready to supply the additional details as also described.
- 5.2 Businesses must comply with relevant legislation on accurate and labelling of products and fuels (including the Consumer Rights Act 2015, the Consumer Protection from Unfair Trading Regulations 2008, the Weights & Measures Act 1985 and any local bye-laws).

## **6. HETAS Advice Sheets**

- 6.1 In order to meet the requirements of *HETAS Approved Retailer*, showrooms must enable free access to the complete range of HETAS consumer advice sheets. Visiting customers must be able to view and take away hard copy prints of any of the advice sheets. Retailers should maintain stocks of all the advice sheets, however, a customer may be sent their chosen selection by email (if that is acceptable to the customer).
- 6.2 The *HETAS Approved Retailer* welcome pack comes with example copies of the consumer advice sheets. Each sheet can be downloaded to view or email (in PDF format) from the HETAS website, or additional printed colour packs can be purchased from HETAS.

## **7. Application**

- 7.1 Registration on the *HETAS Approved Retailer* scheme is only approved when the completed application has been checked and all payments have been made. Registration will officially begin on the day the application is approved. An Approved Retailer certificate will be sent to the applicant business.
- 7.2 Registration is to be renewed annually in order to maintain your status as a *HETAS Approved Retailer*.

## **8. Registration Fees**

- 8.1 If for any reason the registration of a *HETAS Approved Retailer* is withdrawn or the business wishes to leave the scheme, no refund of any fees will be made by HETAS.
- 8.2 The annual registration fees and other charges will be set by HETAS. The current applicable scale of fees and charges is given on the HETAS website.
- 8.3 If HETAS permits a business to pay its annual Registration fees in instalments, the business is still liable to pay the remaining instalments even if Registration ceases part way through without completing twelve months Registration. Payment arrangements for the remainder of that Scheme year must be left in place.
- 8.4 Entitlement to additional registrant benefits (from HETAS or from industry partners) received from being enrolled with the HETAS scheme may be withdrawn if fees and charges are not paid or if registration with HETAS ends for any reason.

## **9. Resignation from *HETAS Approved Retailer***

- 9.1 Retailers may resign from the Register, provided a 28 day notice is given in writing to HETAS. No refund of any subscriptions already paid to HETAS will be made. Outstanding fees (e.g. for complaints inspections) must be paid in full.
- 9.2 Following resignation or removal from the scheme, businesses and Trained Advisors must not describe themselves as being HETAS Approved, or Registrants on the scheme, or display Certificates of Registration or a scheme logo.
- 9.3 Businesses and Trained Advisors must return all HETAS Certificates of Registration and Identification Cards to HETAS within 28 days of their resignation or removal from the approved list.

## **10. Withdrawal of Approval from Retailers**

- 10.1 Businesses and/or their registered Trained Advisors may be removed from the scheme register where HETAS believes there is a significant reason to do so. This may include for example (not an exhaustive list):
  - i. The business becomes insolvent or ceases to trade
  - ii. Failure by the business to qualify for, or comply with, the rules of the scheme

- iii. The business or Trained Advisors act in such a manner so as to bring HETAS and/or the scheme into disrepute
  - iv. Failure to pay any fees or subscriptions by the due date.
- 10.2 HETAS reserves the right to publish details of any withdrawal of approval/registration and the reasons for doing so.
- 10.3 Businesses and Trained Advisors, whose registration is withdrawn for any reason by HETAS, can appeal against the decision. An appeal must be made in writing within 15 days of the notice of withdrawal being served.
- 10.4 Appeals will be considered under the Rules for Refusal, Suspension or Removal or Registration, Disciplinary Action and Appeals procedure.
- 10.5 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 Trained Advisors will be considered to be suspended from the register. During such a period, the Approved Retailer or its Trained Advisors must abide by the obligations of registration but must not describe themselves as being a *HETAS Approved Retailer*, use the scheme ID cards, or display HETAS registration certificates or logos relating to the *HETAS Approved Retailer* certification.
- 11. Rules for Refusal, Suspension or Removal of Registration, Disciplinary Action and Appeals**
- 11.1 Registrants must not bring HETAS into disrepute.
- 11.2 Where it appears to HETAS that a Registrant or applicant may be in breach of the rules of the scheme, 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.
- 11.3 Compliance: Applicants, Registrants and their employees must meet the required standards and comply with the HETAS rules and relevant industry standards. 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 appropriate documents and other information as it shall require.
- 11.4 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 Approval/Registration, this disciplinary process applies. *Note: HETAS will charge for inspection visits in relation to justified complaints at a rate determined by HETAS from time to time.*
- 11.5 Conditional Registration: HETAS may, at its discretion, impose Conditional Registration. This may apply to applicants or existing Approved Retailers. If the conditions are not met within the specified time, approval may be removed or refused. Conditional Approval may be stated on the Certificate of Approval and Identity Cards. Conditional Approval 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 approval will cease.
- 11.6 Decisions: HETAS will decide whether an applicant or Approved Retailer or its employee/representative meets the required standards and whether it/they shall be Approved. 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 any other records. HETAS shall give written Notice to the business 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 an appeal
- 11.7 Appeal: HETAS's objective is to administer the Approved Retailer scheme in a fair and unbiased way whilst complying with all relevant scheme standards, legislation and regulations. Where a registrant or applicant wishes to appeal a decision by HETAS (removal of Registration or rejection of an application) the following process will be offered:
- i. First Stage Review of the decision. A first stage review will include at least two senior HETAS employees, of whom one at least will not have been involved in the decision making process so far. This review will decide whether correct procedures have been followed by HETAS in making decisions to date. The outcome of this first review is not limited to upholding a previous decision or not. It may offer alternative suggestions or outcomes thus avoiding the need for a full appeal hearing.
  - ii. Appeal Hearing. Where the First Stage Review upholds the original decision, and the appellant wishes to continue with their appeal, and HETAS accepts an appeal on reasonable grounds, it will set up an Appeal Hearing.

- 11.8 Appeal Hearing: Where HETAS accepts an appeal on reasonable grounds, subject to receipt of the relevant deposit (see 11.10 below), within 15 Business Days of receipt of the First Stage Review decision, 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 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. The panel members 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 10 business days in writing.

- 11.9 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 actions. The parties will be notified of the result within 10 business days of the hearing.
- 11.10 Appeal Panel Costs: The cost of appeal is considerable and HETAS will only accept an appeal where a deposit is paid. The current deposit required is £250. 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.
- 11.11 HETAS reserves the right to publish, advertise, or share with other registration schemes, such details of the results of its disciplinary and/or appeals procedures it considers necessary to protect the reputation of HETAS and the industry.

## 12. Complaints Process

- 12.1 HETAS is concerned with the safety, efficiency, technical accuracy and compliance with relevant Building Regulations of the advice that is provided by its Approved Retailers. A requirement for continued HETAS Registration is that the advice of Registrants must comply with relevant Building Regulations, Approved Documents, British and EU Standards and general Regulations as applicable to the region or country where the work is carried out and/or relevant Industry Codes of Practice. HETAS will only engage in a complaint under the Approved Retailer scheme if it directly involves information or advice provided by the registered business.
- 12.2 Approved Retailers must have a procedure for recording and dealing with complaints made against them. This record should be made available to HETAS should the customer then make a complaint to HETAS.
- 12.3 Complaints about the advice issued by *HETAS Approved Retailers* may arise from time to time. The complainant should first inform the Approved Retailer of the problem allowing a reasonable period of time in which to respond to the complaint. If this does not resolve the problem satisfactorily or, the Approved Retailer fails to respond to the complaint within a reasonable period of time, the complainant may (subject to any applicable exclusion) raise a complaint as described below.
- 12.4 The complainant must formally lodge their complaint with HETAS in writing including all the details requested by HETAS. The complaint must clearly detail what the complainant considers unsafe and/or noncompliant with relevant standards, or those elements of the advice or service provision that the complainant considers unsatisfactory, together with the reasons why. The complaint should include any relevant documents (e.g. quotations or receipts).
- 12.5 On receiving a relevant customer complaint and having verified that it is within the scope of the Approved Retailer scheme, HETAS will confirm receipt of the complaint and also contact the Registrant. HETAS may make a written request to the Registrant for comments in writing.
- 12.6 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.
- 12.7 If the complaint is relatively serious, the facts surrounding the complaint are in dispute and/or the complainant and the Registrant have been unable to resolve the complaint between them, HETAS will conduct a complaint investigation.

- 12.8 In many cases, the appropriate way to investigate a complaint about the advice given by an Approved Retailer will be a desktop review of the evidence provided by the complainant and the response received from the Registrant. HETAS may be able to provide a technical assessment to both parties. The assessment may include instructions on any inaccuracies in the Approved Retailer's advice. That may be sufficient for the complainant and Approved Retailer to agree on a resolution to the complaint.
- 12.9 If the complaint requires further investigation, there are additional stages available to this process and the relevant one(s) will apply:-
- i. HETAS may commission an inspection of the relevant property and/or the appliance(s) about which advice was provided by the Approved Retailer, if that is the only way to assess the technical accuracy of the advice provided.
  - ii. A HETAS Complaints Panel may review the complaint. The panel will include a HETAS person responsible for complaints, a HETAS Senior Manager, and a representative with a consumer interest. This body may decide on formal disciplinary action.
  - iii. An Approved Retailer who does not comply with HETAS instructions, or is unable to demonstrate the capability to operate to the standards required by HETAS, may be removed from the *HETAS Approved Retailer* register, subject to an appeal process.
- 12.10 All decisions regarding the requirements of the *HETAS Approved Retailer* scheme, the safety and technical standards of any advice given, or reports in connection with the relevant property or appliance(s), rest solely with HETAS.
- 12.11 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 business are fully co-operative and respond promptly to all requests.
- 12.12 Raising a complaint through HETAS against a business may provide additional support and assurance over and above the legal and statutory rights of a customer purchasing products and/or services from a business. Raising a complaint with HETAS does not in any way reduce or modify any such rights.
- 12.13 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 Approved Retailer 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".
- 12.14 The HETAS complaints process does not deal with:
- i. Conduct of retailers who are not HETAS approved
  - ii. Matters which are the subject of current or intended legal action by the complainant (since HETAS accepts complaints only as an initial alternative to litigation, where no court decision is expected)
  - iii. Non-compliance with technical specifications which fall outside the scope of required technical standards.
- 12.15 For a complaint to be acted on by HETAS, the advice 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 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.
- 12.16 In order for HETAS to address the complaint effectively, the complainant must be willing and able to permit the Registrant/Approved business (or his/her representative):
- i. To be present at any on-site inspection carried out by a HETAS representative
  - ii. Reasonable access to the premises at which the on-site inspection will be carried out.
- 12.17 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.
- 12.18 In certain circumstances, it may be deemed necessary to instigate disciplinary proceedings against the Approved Retailer. 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".
- 12.19 Approved Retailers who are aware of safety concerns in relation to installations carried out are encouraged to assist HETAS, by alerting HETAS or by giving details to consumers of how to contact HETAS directly.
13. **Revisions**

13.1 HETAS reserves the right to alter the Terms and Conditions of any of its schemes without giving notice or reason. In this event a new copy of the Terms and Conditions will be issued and displayed on the HETAS web site.

HETAS wishes all its Approved Retailers and registered businesses successful and safe operation and looks forward to working with you.

## **HETAS Approved Retailer Scheme**

Registration Scheme for Businesses  
with Showrooms which Retail  
Solid Fuel/Wood/Biomass  
Appliances and Equipment

### **Requirements and Conditions of Registration**

