



HETAS Approved Servicing Scheme

Registration Scheme for Businesses and Technicians
Involved in the Service and Maintenance of
Wood, Biomass and Solid Fuel
Combustion Appliances
and Heating Systems

Conditions of Registration

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Introduction

These Conditions of Registration apply to the HETAS Approved Servicing scheme.

In order to operate safely and efficiently, solid fuel, multi-fuel wood burning and biomass appliances, associated systems, and plumbing systems need to be correctly serviced and maintained by competent individuals.

To achieve this objective, HETAS has developed training and registration schemes that support technicians and businesses involved in these types of work, helping them to work safely and efficiently and in compliance with the various regulations and laws that apply to the work involved.

HETAS is recognised as the industry official lead body for solid fuel, wood and solid biomass products and services within the UK.

The HETAS Approved Servicing scheme aims to ensure that users of solid fuel, wood and solid biomass burning equipment (as well as any connected plumbing and heating systems) have servicing work undertaken by a competent technician working for a Registered Business, and can expect that the work will be carried out safely and to a good workmanship standard. The scheme includes the monitoring of work undertaken by Registered Technicians to ensure that standards are maintained.

Categories of Registration offered under the scheme for suitable applicants include:

- Service and Maintenance - Dry appliances
- Service and Maintenance - Wet systems
- Service and Maintenance - Biomass systems

Different conditions may apply to other schemes operated by HETAS. This scheme does not award HETAS Registered Installer accreditation. It excludes self-certification of installations (which is part of the separate HETAS Competent Person Scheme).

Explanation of Terms Used in These Conditions

Registered Business ~ A business accepted by HETAS as meeting the scheme requirements

Registered Technician ~ A competent individual associated with a Registered Business and registered as an operative

Controlled Service ~ building work defined in the Building Regulations requiring notification. Flues and fixed combustion appliances are controlled services, both new installations and replacements

Conditions of Registration

1. Summary Requirements

- 1.1. Registered Businesses may apply for HETAS listing in categories of work where they have proven competence through training and/or assessment. The Registered Business can only offer work under the HETAS Scheme in categories where they have demonstrated their competence and have approval from HETAS. Registrants can check their listed areas of competence at <http://www.hetas.co.uk/find-servicing/>
- 1.2. The Registered Technician must only undertake work for which they and the business are competent. The Registered Technician must demonstrate their competence against HETAS requirements and where required prove their competence on a 5 year re-assessment cycle (refer to 3.6 below). Completion of HETAS training (or equivalent) can satisfy this requirement. <http://www.hetas.co.uk/professionals/training-courses>.
- 1.3. Servicing work contracted between the Registered Business and their customer must be specified in a formal contract, including any work sub-contracted to a third party by the Registered Business.
- 1.4. The Registered Business must ensure that any work carried out under their HETAS registration in any of their categories of competence is covered by the relevant contract, adheres to the statutory requirements of the Building Regulations, the Health and Safety at Work Act, and any other relevant legislation and standards as required by the country, state or region where the work is carried out, and is carried out in a safe, professional and workmanlike manner.
- 1.5. Any servicing work within the scope of their HETAS Registration must be carried out by a competent Registered Technician on behalf of the Registered Business. The Registered Business

must ensure that the approving Registered Technician is competent in all the categories relevant to that work. Any person involved in the work who is not registered with HETAS, or who is working outside the competencies for which they are registered, must be properly and adequately supervised by a Registered Technician with all the relevant competencies.

- 1.6. A Registered Business must maintain Public Liability Insurance cover appropriate for its activities and to at least £2m.
- 1.7. Servicing and maintenance may in some circumstances include provision of spare and/or replacement parts. In general terms straight replacement of components with identical or similar components does not constitute a new installation. But some replacement work would constitute a Controlled Service under Building Regulations in England and Wales and would require notification, including these examples:
 - The changing of a stove or liner would be notifiable even if the replacement is identical
 - Any modification to the connected heating/hot water system which changes the characteristics of the safety circuit is likely to require recommissioning/re-notification of the combustion appliance and/or heating system
 - Addition of an output device or a control device to an existing hot water system would be a Controlled Service.
- 1.8. The Registered Business must have systems in place to ensure where a complaint is received there is a process to receive record and deal with the complaint. Where a complaint cannot be resolved by the Registered Business, their customer can raise it with HETAS (see section 9 below).
- 1.9. Registered Businesses must pay all subscription fees and any other fees due to HETAS by the due date. New applicants must agree to undergo a period of probationary registration.
- 1.10. HETAS reserves the right to refuse or remove registration to any applicant, and to refuse re-registration to any business seeking renewal of registration, where they fail to meet and/or to agree with the requirements of these conditions.

2. Business Registration

- 2.1. Business Registration is only available to those businesses which employ or sub-contract work to a competent Registered Technician listed under their Business Registration. This may be a sole trader.
- 2.2. The Registered Technician may supervise others as long as the Registered Technician is present during the whole servicing visit.
- 2.3. Business Registration may be applied for in one or more areas of competence, provided that competent operative(s) work within the business. The current areas of work are listed on the Scheme Application Form and available on the HETAS website.
- 2.4. Businesses may choose to limit the range of services they offer to customers through the Scheme. However to qualify for Registration on the Scheme HETAS may set a core category of service for which businesses must demonstrate competence. Businesses not able to offer the core range of services may be refused entry on to the Scheme.
- 2.5. Registered Businesses must provide certificates confirming the scope and outcome of any assessments of existing installations carried out on servicing visits under the Approved Servicing Scheme (refer further to Section 11 below).
- 2.6. The Registration Scheme includes the inspection and monitoring of Registered Businesses to ensure that standards are maintained. Businesses and a sample of Technicians will be inspected/assessed following application and you must agree to on-going inspections as requested by HETAS. An application fee is charged to cover this together with an annual registration fee. See current scale of charges.
- 2.7. The Registration Scheme requires the Registered Business to have systems in place to ensure:
 - i. work is carried out under a formal contract between the business and their customer.
 - ii. any work sub-contracted to a third party is covered under a sub-contract agreement, confirming competence of the contractor.
 - iii. any complaints received are actioned appropriately.
 - iv. all complaints received over at least the previous six years concerning work undertaken within the scope of their HETAS registration, together with the details of the action taken to resolve these complaints, are recorded and made available to HETAS on request.

Template documents can be found here <http://www.hetas.co.uk/forms-documentation/>

- 2.8. HETAS reserves the right to refuse registration to any applicant if it feels there is a substantial reason to do so. HETAS reserves the right to reject applications to register for business names which HETAS considers inappropriate or could potentially prevent clear distinction from or between other businesses. The word "HETAS" shall not be used as or as part of the name of any Business or any product or service.
- 2.9. Registered Businesses will, at the request of HETAS, provide information on solid fuel servicing visits undertaken, to enable quality control checks.
- 2.10. Registered Businesses must inform HETAS within ten Business Days of any circumstance relating to:
 - i. changes in contact details.
 - ii. changes in business name or legal status.
 - iii. changes relating to any of their Registered Technicians including termination/ withdrawal of employment or of sub-contract arrangements.
 - iv. the addition and/or removal of work categories.
 - v. significant changes in workload, e.g. increasing the number of sub-contractors or taking on larger contracts.
- 2.11. Registered Businesses should, where appropriate, recommend the use of HETAS Approved Products and Services if such a product or service meets their customers' needs. Any appliance on the HETAS Approved list complies with the relevant standards and regulations.
- 2.12. Public Liability Insurance cover appropriate for the activities of the business must be at least £2,000,000. The policy must clearly state the activities of the business e.g. Servicing/assessment of solid fuel/biomass appliances. Where they offer a design service or give professional advice, businesses should also hold adequate Professional Indemnity insurance appropriate to their scope of work for at least £250,000. All Registered Businesses employing Registered Technicians must maintain the legally required insurance cover to person and property.
- 2.13. 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.
- 2.14. Registered Businesses will be expected to have available for use by their Registered Technicians the latest versions of the following (as applicable to the type of work):
 - i. latest version of the HETAS Guide to Approved Products and Services.
 - ii. appropriate sections of the relevant Building Regulations guidance (**Approved Documents**).
 - iii. any relevant British or European Standards and Codes of Practice.
 - iv. any domestic heating compliance guide or equivalent for the locality.
 - v. HETAS Technical Handbook.
 - vi. copies of HETAS Technical Bulletins.
 - vii. Water Regulations handbook.
- 2.15. Any business seeking registration must fully complete an Application Form and submit it together with any application and registration fees due. A further fee will be payable on annual renewal of Registration.
- 2.16. Registered Businesses must nominate a responsible individual who will be fully responsible for HETAS certification requirements and compliance for the business and for communications.
- 2.17. Businesses who meet the conditions outlined above will be issued a Certificate of Registration to cover their Business registration with the scheme. This remains the property of HETAS, and must be returned to them if for any reason registration ceases.
- 2.18. Registered Businesses will be able to promote their business as being HETAS registered. They also have the benefit of the use of the HETAS Approved Servicing 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.
- 2.19. Businesses will be listed on the HETAS website through the "Find Servicing" search. Businesses not wishing to be listed on this search must make the request in writing giving appropriate reasons for being hidden from the search facility.

- 2.20. HETAS Approved Servicing Registration is separate from the HETAS Approved Chimney Sweep scheme. Businesses will only be registered as HETAS Approved Chimney Sweeps, and will only be listed on the HETAS website through the "Find Chimney Sweep" search, where they qualify for Approved Chimney Sweep registration and subscribe to the HETAS Approved Chimney Sweep Scheme.
- 2.21. 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. Registration of Competent Technicians

- 3.1. Individuals seeking HETAS registration as technicians under the HETAS Approved Servicing Scheme must work for or operate a bona fide HETAS Registered Business.
- 3.2. Technicians may apply to be registered for one or more areas of competency under their HETAS Registered Business. HETAS offers various categories including solid fuel, biomass, and heating systems. The full list of competences currently within scope of the HETAS scheme is shown on the Application Form and available on the HETAS website.
- 3.3. An annual fee is charged for the registration of each Technician within the HETAS Registered Business. See current scale of charges.
- 3.4. The Registration Scheme includes the inspection and monitoring of both the Registered Technician and the Business to ensure that standards are maintained. Technicians may be inspected/assessed following application and/or at subsequent inspection visits.
- 3.5. Applicants/registrants must possess appropriate qualifications/experience covering all types of work included in their registration under the scheme. For solid fuel/biomass work this can be met by the relevant HETAS courses. Demonstration of competence may be supported by other qualifications, eg NVQs. Evidence of other qualifications for additional competencies, or suitability to request an "experienced worker route" assessment, will need to be provided, and must be agreed by HETAS.
- 3.6. Registered Technicians for combustion appliances must successfully complete the appropriate HETAS Training Course and Assessment (or equivalent) every 5 years, to ensure that they are up to date with appropriate Building Regulations and safety related subjects.
- 3.7. Applicants seeking registration must fully complete an Application Form. The Registered Business must submit this form along with any fees due.
- 3.8. Registered Technicians will be issued with a personal Identification Card. The card is valid for 12 months and will indicate which categories of competence the technician is registered for. It should be available for inspection by any customer. The card remains the property of HETAS and must be returned to HETAS if the individual and/or business registration ceases for any reason.
- 3.9. Registered Technicians must inform HETAS of any changes to their employer within 10 days. The new employer must contact HETAS, provided the business is already registered, to add the technician to their registration and pay the required fees. If a Registered Technician is no longer engaged by a Registered Business and does not register as a sole trader Registered Business, the Technician's HETAS Registration will terminate immediately.
- 3.10. Work on un-vented systems, and other specialist areas of competence requires additional training and/or assessment not covered by standard HETAS courses. Anyone intending to undertake these categories of work must be competent to do so. HETAS may require the Registered Technician to demonstrate competence by some form of certification or assessment.
- 3.11. Maintaining Competence – Registered technicians must keep themselves up to date with any changes to Building Regulation, Standards or Technical Revisions. HETAS provides routine information through newsletters, technical bulletins, on-line and technical handbooks. Registered technicians must keep up to date with legislation and changes to standards etc in between their 5-yearly re-assessment for combustion appliances.

- 3.12. A Registered Technician may only apply that Registration to work carried out within a customer contract held by the corresponding Registered Business. For any other activities carried out privately outside the Registered Business, the operative may not claim HETAS Approved Servicing accreditation or apply the scheme logo. If an individual operative has been registered with two or more businesses as a Registered Technician, the individual must state clearly on all documents which of their registrations is applicable.

4. Business and Technician Monitoring

- 4.1. To ensure that the standards of safety and workmanship provided to customers by Businesses and their Technicians are maintained, an inspection of a representative visit relating to the business's areas of registration will be undertaken at intervals to be specified by HETAS from time to time. New applicants joining the HETAS Approved Servicing Scheme will require approval of an initial visit prior to full registration, followed by at least one further annual inspection of relevant visits. Frequency of routine inspection beyond the initial period of Registration or of businesses previously registered on the HETAS Competent Person Scheme will be under a risk-based approach, with at minimum an inspection every 3 years. In any case, applicants and registrants must consent to be inspected as often as HETAS requires.
- 4.2. The risk-based monitoring will consider the following where available:
- i. results from site visits observed by a HETAS nominated inspector.
 - ii. complaints received.
 - iii. feedback from HETAS Technical and Training staff.
 - iv. visits to the Registered Business premises.
 - v. postal, email or telephone questionnaire to individual customers.
 - vi. information received by HETAS that has a bearing on the risk presented by the business.
- 4.3. 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 by HETAS to cover additional costs. Details of the current charges are given in the document "Fees and Charges".
- 4.4. Businesses must supply names and contact details of customers, and the type of work they have undertaken involving solid fuel, biomass or other areas of competence, as requested by HETAS. HETAS may also use visit data to contact customers. This information will be used to monitor the performance of the Registered Business and the relevant Registered Technician(s).
- 4.5. Unless HETAS decides not to inform the Registered Business of a forthcoming inspection, the Registered Business is responsible for ensuring access to the property selected for inspection and for attending the inspection. The Registered Business is responsible for the attendance of the Registered Technician who carried out the work, unless HETAS confirm in advance that the Technician is not required to attend.
- 4.6. Businesses will be informed if shortfalls are identified from monitoring of their work carried out by HETAS.
- 4.7. Any work found to be below standard must be rectified to the satisfaction of HETAS and must comply with the relevant regulations and standards within a stated time period and without charge to the customer.
- 4.8. Failure to provide an appropriate visit for inspection within the monitoring period will result in a review of the Business Registration and/or Technician Registration category. If the Business has not carried out any recent visits of work within the scope of this scheme, HETAS may at its discretion accept inspection of equivalent work in other categories, such as other appliances or heating systems.
- 4.9. Where an existing Registered Business is not currently carrying out servicing visits, HETAS may choose to apply one or more of the following:
- i. Reduce or change competencies allocated to the Registered Technicians and the Registered Business.
 - ii. Apply conditions to continued Registration.
 - iii. Transfer Registration to an alternative HETAS scheme.
 - iv. Suspend or cancel Registration.

4.10. Where an inspection visit has been scheduled and confirmed by a HETAS appointed inspector, the Registered Business will be liable to a postponement fee if it cancels or fails to fulfil the appointment, unless it gives at least five clear Business Days' notice to the inspector.

5. Application and Registration Fees

5.1. Businesses applying for registration with the HETAS Approved Servicing Scheme must complete an application form, provide evidence of at least one suitably qualified Technician (and in any case, all competent technicians that will undertake work), provide evidence of appropriate public liability insurance, and declare acceptance of the rules for registration. A completed form must accompany the following fees (or, if payment in instalments has been agreed by HETAS, a mandate for continuing instalments):

- i. an initial application fee, plus
- ii. the first year's registration fee, plus
- iii. the operative fee for each associated competent technician

5.2. Once the business has demonstrated that it meets the requirements for registration, the applicant will be allocated a business number and will be listed as 'Awaiting PRA' This is awaiting a pre-registration assessment (for a probationary period) whilst the business offers an appropriate visit for site inspection. Following a successful site inspection, a final approval decision will be given to the new business. The business will now be "live" and the date of inspection recorded by HETAS for renewal purposes as the scheme start date.

Note: should the application process result in a decision not to register, or the application be cancelled for any reason, only the first years' Business fee and operative fee will be returned. The applicant has the right to appeal the decision, see section 9.

5.3. A new Business Registration fee plus a fee for each Registered Technician must be received before the renewal date, to ensure continued registration with the HETAS scheme.

5.4. Any additional Registered Technicians, employed or sub-contracted, that join under the business must pay the additional annual operative fee, with further subscriptions to be paid annually on the anniversary of business registration thereafter.

5.5. Where there are complaints from the customers of HETAS registrants, HETAS may, at its discretion, inspect the property 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. Invoices for additional inspections must be paid in full. Should payments remain overdue at the time of annual registration, renewal cannot be processed until outstanding invoices have been paid in full.

5.6. If for any reason the Registration of a Business is withdrawn, following a non-compliant inspection visit for example, no refund of any fees will be made by HETAS.

5.7. If for any reason a Business or a Technician wishes to resign from the Scheme, no refund of any fees paid will be made by HETAS.

5.8. If for any reason an application to add a Technician to an existing Business Registration is refused, the fee paid for that additional operative at the time of application will be refunded.

5.9. The annual subscription fees and other charges will be set by HETAS and may be varied at any time. The current applicable scale of fees and charges are given in the HETAS document "Fees and Charges".

5.10. HETAS may choose to carry out credit checks on new applicants and existing registrants. Registered Businesses agree to provide evidence of creditworthiness if requested by HETAS. Credit information will be held confidentially by HETAS.

5.11. 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.

5.12. 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.

6. Resignation from the Scheme

- 6.1. Businesses or Technicians may resign from the scheme, provided 28 days' 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.
- 6.2. In the event of an outstanding customer complaint, Businesses must undertake any remedial work identified by HETAS before their resignation becomes effective.
- 6.3. Following resignation from the Scheme, Businesses and Technicians must not describe themselves as being HETAS Registrants, and must not display Certificates of Registration and/or HETAS logos.
- 6.4. Businesses and Technicians must return their Certificates of Registration and Identification Cards to HETAS within 15 days of their resignation.

7. Withdrawal of Registration

- 7.1. Businesses and/or their registered 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 and/or Technicians failing to comply with the Statutory Requirements of the Building Regulations, Health and Safety at Work Act and any other relevant legislation.
 - ii. Work undertaken by the Business or Technicians, or on their behalf, is found to be of a standard which HETAS considers unacceptable, e.g. does not meet the requirements of a standard or approved guidance.
 - iii. Businesses fail to rectify work found to be defective during inspection or complaints investigation.
 - iv. Businesses become insolvent or cease trading.
 - v. Business and/or Technicians act in such a manner so as to bring HETAS and/or the Scheme into disrepute. This includes aggressive and/or violent behaviour.
 - vi. Businesses and/or their Operatives and/or representatives are found by a court or regulatory body to have breached requirements which HETAS deems relevant to the scope of the scheme.
 - vii. Business and/or Technicians misuse the HETAS logo or trademarks or wilfully misrepresent their Registration scope and obligations.
 - viii. Failure to pay any fees or subscriptions or outstanding invoices by the due date.
- 7.2. HETAS reserves the right to publish details of any withdrawal of Registration and the reasons for doing so.
- 7.3. Businesses and Technicians, whose Registration is withdrawn for any reason by HETAS (except for temporary suspension pending investigation or awaiting receipt of evidence), can appeal against the decision. An appeal must be made in writing to HETAS within 15 days of the notice of withdrawal being served. Appeals against withdrawal of Registration will be considered under the Appeals Procedure. Refer to Section 8 below.
- 7.4. 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 Technicians will be considered to be suspended from the Register. During such a period, the Business or its 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. Certification of servicing assessments cannot take place during this period unless directly related to the suspension and with the written agreement of HETAS.
- 7.5. 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.

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

- 8.1. Where it appears to HETAS that a scheme registrant or applicant may be in breach of the rules of Registration, does not meet the required standards, or HETAS is in receipt of relevant information for example 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 competency, it may also apply to other related competences and/or other registrations held by the Business/Technician with HETAS.

- 8.2. 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, through their 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.
- 8.3. 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, the 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.
- 8.4. 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.
- 8.5. Probationary Registration: HETAS may, at its discretion, register an applicant or registrant 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. 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.
- 8.6. 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.
- 8.7. Decisions following a breach of Registration conditions: HETAS will decide a course of action where an Applicant, Business or Registered Technician has failed to meet the required Standards, or fails to carry out remedial work to an acceptable standard. 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 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 an appeal where applicable.
- 8.8. Appeal: HETAS's objective is to administer the 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.

- 8.9. Appeal Hearing: Where HETAS accepts an appeal on reasonable grounds, subject to receipt of the relevant deposit (see 8.12 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) whose role 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.
- 8.10. Each party will present its case and each may be cross examined. A decision will be arrived at by the panel, based on what it sees as most probable bearing in mind the information provided to it. 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.
- 8.11. 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 Appeal Panel's deliberation within 10 Business Days of the hearing.
- 8.12. 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.
- 8.13. Advertisement. HETAS reserves the right to publish, advertise, or share with other competent person 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.

9. Complaints Process

- 9.1. 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.
- 9.2. Complaints about the work of HETAS Registrants may arise from time to time. The complainant should first inform the Registered Business of the problem, allowing them 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) raise the case with HETAS.
- 9.3. The main HETAS Complaints Policy is primarily concerned with cases of possible non-compliant installations, where a HETAS Registered Installer could be required to carry out remedial work. Under the HETAS Approved Servicing scheme, HETAS will consider each complaint against a Registered Business, case-by-case. Registered Businesses should keep records of all visits carried out under the Scheme and may be required to produce evidence that:
- Certificates have been provided for assessments of existing installations (10.1 below)
 - Registered Technicians with the relevant competencies attended the visit and carried out or supervised all work
 - If repair activity involved a Controlled Service, it was clearly explained to the customer that this Scheme does not include self-certification of installations and that a HETAS Registered Installer (or separate notification to Building Control) is required
 - Complaints received have been recorded and an appropriate response made
 - Rules of the Scheme have been followed.

- 9.4. HETAS reserves the right to require a registered business to re-attend the site referred to in the complaint and to be observed by an Inspector appointed by HETAS, if it decides that the following are applicable to that Complaint:
- A Registered Business was commissioned by a customer to carry out a Servicing visit under the Scheme at the site
 - Evidence indicates that the visit may not have met the required standards and that rules of the Scheme may have been broken
 - Nothing has changed materially at the site since the occasion of the original Servicing visit
 - An observed visit is necessary for HETAS to conclude whether the original Servicing visit met the standard required under the Scheme
 - There is reasonable prospect that the Registered Business will be able to rectify any shortfall during the observed visit or through further prompt action.
- 9.5. The HETAS complaints process is not generally applicable to any case where one or more of the following are evident:
- Work was carried out by anyone other than a HETAS registrant, (except where the contract for work was with a Registered Business and they chose to allocate that work to a non-registrant)
 - Complaints where action has already been taken to correct or repeat the work complained about
 - Where the work is incomplete and there is no evidence that the standard of work on completion would be non-compliant
 - Where the registrant has not had reasonable opportunity to rectify their work or is not permitted back to site
 - Complaints about matters which are the subject of current or intended litigation by the complainant (the HETAS Complaints Procedure exists as an initial alternative to litigation). We reserve the right to put any part-completed case on hold whilst awaiting the outcome of civil, legal or enforcement action
 - Complaints about financial or contractual matters.
- 9.6. Where the Registrant refuses to co-operate in the complaint and is subsequently removed from the register, HETAS may offer appropriate support to assist the parties in resolving any of the issues outside of the HETAS process.

10. Certification of servicing assessments

- 10.1. For any visit which involves assessment of an existing solid fuel installation, Registered Businesses must provide the customer/occupier with a detailed certificate. This may be on a HETAS Safety & Servicing Record form purchased from HETAS, or on an equivalent document selected by the business. Details of how to purchase HETAS certificates can be found on the HETAS website.
- 10.2. Businesses must adopt a duty of care to their customers to highlight and bring to their attention any issues relating to their existing installation that may not meet current standards.
- 10.3. Every Registered Business shall safeguard their stock of HETAS forms and documents against improper use and shall notify HETAS in writing immediately it becomes aware of any loss or misuse.
- 10.4. Registered Businesses and their Registered Technicians can only certify their own assessments carried out by their own Registered Technician(s). If a separate HETAS Registered Business is used as a sub-contractor, there must be a contract and suitable controls in place. Each Registered Business must ensure that every assessment is signed off by the designated Registered Technician who has supervised the work and includes details of the Registered Business taking responsibility for the assessment.
- 10.5. Registered Businesses must ensure that customers and householders are provided with safety and operating instructions. General safety leaflets are available to registrants through the HETAS shop and further details are available to view on the HETAS website. HETAS may choose to contact customers and/or householders with additional information.
- 10.6. Registration under the HETAS Approved Servicing scheme does not allow self-certification of installation work. Registered Businesses under this scheme must explain clearly to customers that they are not registered with HETAS for installation and are not permitted to issue HETAS Certificates of Compliance for installations.

HETAS Approved Servicing Scheme

Registration Scheme for Businesses and Technicians
Involved in the Service and Maintenance of
Wood, Biomass and Solid Fuel
Combustion Appliances
and Heating Systems

Conditions of Registration and Guidance

