

## What does our Complaints Policy cover?

- ✓ HETAS registrant work completed in the last 2 years. For installations older than 2 years, HETAS will only be able to validate installation evidence in extreme cases.
- ✓ Safety or Building Regulation compliance concerns related to solid fuel installations by our registrants. For cases of removed, altered or unfinished installations we may raise an issue with the installer but may not be able to apply the full policy.
- ✓ We encourage you to inform us of any solid fuel appliance concerns, but our complaints procedure can only be applied to installations undertaken by HETAS Registered installers.
- ✓ Work the original HETAS registrant can rectify. If you will not allow the registrant back to your property to rectify faults or for an inspection, our ability to help is restricted and we may not be able to apply our complaints procedure fully. We will continue investigations in relation to any installer who has carried out defective work. Internal disciplinary actions remain confidential. In this case, you may prefer to pursue normal statutory rights through consumer protection legislation, an Alternative Dispute Resolution (ADR), or through the Courts.

## Where can I get further help?

The Consumer Rights Act 2015 has minimum standards that apply to contracts with a business. Customers are entitled to make a claim up to 6 years from provision of a product or service. We advise you to seek advice early, and understand your rights. **HETAS is not an enforcement agency and we have no statutory power to compel registrants or consumers to act.**

Complaints subject to current or intended litigation (the HETAS Complaints Process is intended as an alternative to litigation), Technical faults outside the scope of Building Regulations / mandatory standards and financial / contractual matters may fall outside our ability to assist. In these cases we advise consumers to seek advice from Citizens Advice or a Solicitor. Our full complaints policy, with more information on Consumer Law and ADR can be found on our website:

[hetas.co.uk](https://www.hetas.co.uk) > [Homeowner](#) > [Complaints Policy](#)

## SAFETY AND STANDARDS FOR WOOD-BURNING, BIOMASS AND SOLID FUEL

### Important information

- ✓ Always ask businesses for relevant HETAS accreditation & check the HETAS website:



[hetas.co.uk](https://www.hetas.co.uk) > [find installer](#)

or phone us on **01684 278170** to ensure the installer is registered for the relevant type of work.

- ✓ Make sure that all work is carried out under a written contract and keep copies for reference.
- ✓ If a registrant does not comply with required remedial action, we have a disciplinary process. The ultimate sanction available to a Competent Person Scheme is to remove the registrant.
- ✓ The HETAS Complaints Process is supplementary to the legal and statutory rights of any complainant/customer and registrant.

## Contact HETAS

- 📍 Visit the HETAS website at [www.hetas.co.uk](https://www.hetas.co.uk)
- 📞 Call HETAS on **01684 278170**
- ✉️ Send an email to [complaints@hetas.co.uk](mailto:complaints@hetas.co.uk)

### HETAS

Severn House,  
5 Newtown Trading Estate,  
Green Lane, Tewkesbury  
GL20 8HD



# Consumer Complaints

& HOW WE'RE HERE TO HELP





HETAS is a not for profit organisation offering Competent Person Schemes for installers of biomass & solid fuel heating, registration for retailers and chimney sweeps. HETAS is independently audited to ensure we operate our CPS Schemes to strict standards.

HETAS are concerned with the safety and compliance of our Registrant's work - all our installers have received relevant, specialised training and are routinely monitored.

Staff at HETAS investigate any safety concerns from consumers about HETAS registrants.

### How can we help?

- ✓ If a registrant is responsible for leaving a safety or Building Regulations defect, we work towards them rectifying this.
- ✓ We act in a proportionate, fair and independent way.
- ✓ HETAS is proactive in dealing with complaints. We will endeavour to keep you informed throughout the process and warn you of predicted delays or problems getting your complaint resolved.
- ✓ Where appropriate, HETAS offers additional support to its registrants to help resolve the complaint



We will find ways to support people who cannot write or are affected by disability.

### Steps to take if you have a concern

- 1) If there are any concerns for safety, stop using the appliance immediately.
- 2) Contact the registered installer, allowing them reasonable time to respond to your complaint.
- 3) Discuss the issues with them. You may wish to keep a record of any correspondence. HETAS installers are required to have a way to deal and record any complaints in the first instance.
- 4) If the issue is still unresolved then please contact HETAS Complaints Department on 01684 278170 or [complaints@hetas.co.uk](mailto:complaints@hetas.co.uk) or download the Complaints Questionnaire, from the HETAS website: [hetas.co.uk](https://www.hetas.co.uk) > Homeowner > Complaints Policy
- 5) When filling in the questionnaire, please include all relevant details on what you consider unsafe and/or does not meet compliance and why. Include any relevant documents - receipts, copy of a Certificate of Compliance, photos etc.
- 6) HETAS can review your information once you have agreed with our policy terms.
- 7) We deal with Complaints as swiftly as possible but they may still take time to resolve.



### What will an investigation involve?

For serious safety related complaints where you have been unable to resolve the complaint directly with the registrant, HETAS may arrange for an on-site inspection.

An inspection aims to determine whether or not items mentioned in a complaint are compliant with Building Regulations. We advise the installer to be present to discuss the installation.

The inspection will involve a visual appraisal and testing of the appliance/flue system.

### What happens after any site inspection?

Where a site inspection has been carried out, the HETAS Inspector will prepare a brief written report which may request remedial works.

If the report reveals any non-compliant work that is solely the responsibility of the original installer, HETAS will require the registrant to carry out any remedial action we deem necessary - we would expect this work to be at no additional cost to you. We are unable to instruct a third party.



*Images top-left and above courtesy of Charnwood*