

HIPs-at-Value

Complaints Policy

We are committed to providing a quality service to our customers at all times. We take complains seriously and pledge to abide by the following policy:

- 1. All complaints will be handled courteously.*
- 2. We will try to respond in writing within 48 hours to all correspondence.*
- 3. Complains will be handled by a member of HIPs-at-Value.*
- 4. We may need to reinspect a property if the quality of our work is in doubt and will not make a charge for such re-inspections.*
- 5. If it is necessary for a revised HIP or EPC to be produced due to a failure on our part, we will meet all of the costs involved.*
- 6. All EPC complaints will be reported to the Accreditation Centre (the body appointed by the Government to supervise the work of Domestic Energy Assessors)*
- 7. If we are unable to resolve a complaint to your satisfaction, we will be happy to refer the complaint to a mutually acceptable arbitrator and will abide that arbitrator's decision.*

8. *This policy does not restrict your right to take legal action.*

Telephone. 01423 541179

Fax. 01423 541179

Email. info@hips-at-value.co.uk