

# Elmhurst Airtightness Scheme

## Complaints Process

### Introduction

The Elmhurst Airtightness Scheme (EAS) aim to provide high quality services to its Members and their Customers. Where complaints arise they will be dealt with promptly and professionally.

The complaints procedure covers:

- complaints relating to the activity of checking for non-compliance with the Building Regulations
- complaints from customers (and members) relating to the scheme (e.g. complaints relating to negligence, incompetence or dishonesty on the part of the member and/or their testers)

### Air pressure test complaints

In the first instance where a complaint relates to an air pressure test it should be sent to the tester who carried out the test, unless the nature of the complaint means that this method is inappropriate.

If the complaint is not resolved to the satisfaction of the complainant, or for whatever reason, they are unable to contact the tester they should send the complaint to the EAS Scheme Coordinator.

The complaint will be fully investigated to ensure that the tester has completed the airtightness test to the required standards.

### EAS Scheme Complaints

Complaints should be emailed or sent by letter to the Scheme Coordinator.

### Making a Complaint

Please send your complaint in writing either by emailing [airtest-support@elmhurstenergy.co.uk](mailto:airtest-support@elmhurstenergy.co.uk) or posting a letter to the following address;

EAS Head Office  
16 St Johns Business Park,  
Lutterworth, Leicestershire,  
LE17 4HB

When making a complaint the following information is required:

- Name of the person making the complaint
- Contact telephone number and email address of the person making the complaint
- Tester Number or Name of Tester who carried out the work in question
- Address of the building in question
- Unique Certificate Number if applicable
- Description of issue or complaint

### Dealing with a Complaint

Elmhurst aim to confirm receipt within two working days of a complaint being made.

The Scheme Coordinator will initially assess the complaint and may request further information from the persons involved in the matter. In certain cases further investigation may be undertaken by EAS Auditors if required.

Once a decision has been reached about the complaint, the Scheme will write to the complainant, and where appropriate take remedial action.

### Escalation

Stage 1. If the complainant remains dissatisfied with the response to their complaint and believes they have a valid reason for Elmhurst to review the complaint, the complaint will be escalated to the next tier of management and they become responsible for the resolution of the complaint.

Stage 2. If the complainant subsequently appeals the decision then the matter will be referred to the Accreditation Committee. The Accreditation Committee consists of professional individuals who have not previously been involved with this case. The Committee will ultimately be responsible for dealing with any appeal from a complaint. The decision of the Accreditation Committee will be final and there will be no further escalation available.

Appeals should be made within one calendar month of a decision being reached by the Scheme Coordinator. The appeal shall be made in writing to [airtest-support@elmhurstenergy.co.uk](mailto:airtest-support@elmhurstenergy.co.uk) and shall set out the grounds of the appeal. The appeal documentation shall be considered within one calendar month of receipt of the notice of appeal.

## Statutory Rights

Elmhurst would like to point out that the legal statutory rights of the consumer are not affected should they wish to participate in the scheme's complaints process.