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| <br><b>RGII</b><br>Procedures | <b>Complaints against RGII<br/>         Procedure</b> | <b>SECTION</b> : 3.12<br><b>PAGE</b> : 1 of 2<br><b>ISSUE</b> : 2<br><b>DATE</b> : 10/11/2017 |
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## 1. Scope

This procedure addresses complaints received by RGII pertaining to how the Body operates. These complaints may be received from:

- Registered Gas Installers
- Customers
- Third Parties and
- General Public

Under the CRU Criteria Document section 5.3.3, RGII shall only be required to deal with complaints in so far as they relate to:

- (i) aspects relating to the regulation of RGIs by RGII
- (ii) the operations of RGII

## 2. Policy

- 2.1 All complaints will be dealt with in a fair, timely and consistent manner.
- 2.2 All complaints will be acknowledged within three working days of receipt and resolved/ dealt with in a timely manner.
- 2.3 The complainant will be kept apprised of the status of the complaint investigation.

## 3. Procedure

The following is the procedure for dealing with complaints from any source against RGII:

- When a complaint is received it is recorded and given a complaint number. Complaints should be in writing.
- The complaint file is then given to the General Manager.
- The matter is investigated by the General Manager by whatever means appropriate to the nature of the complaint.
- The General Manager will decide what action, if any, is necessary and implement such action and record the action taken.
- The General Manager will respond to the complainant and advise them of the action, if any, that has been taken.
- The complaint will then be filed.

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The General Manager advises the Board of complaints received at a subsequent Board Meeting.

Complaints against RGII are reviewed at Management Review Meetings and at the next scheduled Board Meeting.

**Associated Documentation:**

- Complaints against RGII Form (G52)
- Complaints File
- Ancillary documentation and correspondence