



reiga

Complaints Procedure

Complaints should be resolved at the earliest possible opportunity.

The complaint must be entered into the complaints register.

Following receipt of a complaint an acknowledgement will be issued to the customer within five working days, acknowledging the complaint and either:-

1. Referring them back to the original installer, at the same time advise the original installer and ask them to make contact with the client and advise REIGA of the anticipated time and confirm to us when the client contacted and installation review complete; or
2. If the original installer fails their obligations (E.G. no longer in business), to arrange for an appropriate person to visit the customer site and report on any relevant issues; or
3. If the original installer has responded to the customer complaint and advised there is no issue see point 2 above; or
4. If the original installer is refusing to deal with the complaint. REIGA to contact installer and ask them to return to the site of the installation, if they refuse see point 2 above.

Complaint Resolution

By the end of eight weeks after receipt of a complaint, the Compliance Officer must issue a final response or if the Compliance Officer is not in a position to issue a final response, a letter explaining to the complainant;

1. The reason for the continued delay
2. When REIGA anticipates being able to provide a final response

.1 Responding to the Complaint

Once all enquiries are complete, the Compliance Officer will draft a response for issue to the Complainant.

The response is sent to the complainant, within five business days of the completion of the investigation. The response will include details of the outcome of the investigation and any remedial action required.

Where action is appropriate, the original installer should carry out this action, if still trading. If they refuse, REIGA will arrange for the remedial work to be undertaken and the cost of any action will be deducted from their deposit in the client account and they will be asked to make good the cost to the client account.

Where action is required and the installer is no longer trading, REIGA will arrange for the remedial work to be undertaken and the cost of the action will be met from their deposit in the client account, until such time as this deposit placed by the original installer is exhausted, REIGA will utilise the fund established from the guarantee premiums to meet any further cost of action for this customer or others who had work carried out by the installer. Any bonds or directors personal guarantees will be called in as appropriate.

The result of the investigation is entered into the Complaint Register.

A complaint may be deemed closed when;

- The firms investigation has been completed and a Final Decision Letter has been issued to the complainant; or
- Any remedial work required has been completed.