



iATS Complaints Process

Introduction

iATS 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 iATS Scheme Coordinator.

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

iATS 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 manager@iats-uk.org or posting a letter to the following address;

iATS 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

iATS aim to confirm receipt within one working day 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 the Technical and Appeals Committee if required.

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

Appeals

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 manager@iats-uk.org and shall set out the grounds of the appeal.

Appeals will be reviewed by the Technical and Appeals Committee. The committee consists of professional individuals who are not employed by iATS. They will ultimately be responsible for dealing with any appeal from a complaint.

The appeal documentation shall be considered by the Committee within one calendar month of receipt of the notice of appeal. The Committee may either:

- Uphold the appeal;
- Defer the appeal for hearing or further hearing at such time and upon such terms and conditions as it may in its absolute discretion see fit; or
- Dismiss the appeal.

At the conclusion of the appeals procedure the Committee will inform the parties involved of its decision and provide a copy of its reasons in writing. The decision of the Technical and Appeals Committee is binding on all parties and no further escalation is available.

Statutory Rights

iATS 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.