

## COMPLAINTS RESOLUTION GUIDE

To start the complaints resolution process, there are three steps:

### Step 1—Talk to the Contractor

You should talk to the contractor in the first instance about your concerns to give them a chance to put right any problems.

All contractors have a complaints procedure that should be easy to follow; you should put your issues in writing to them as this is their chance to resolve your complaint at the earliest opportunity.

We always encourage the consumer and contractor to resolve disputes between themselves, working together to achieve a positive outcome.

### Step 2—Talk to us

If you are unable to resolve your complaint with the contractor, contact us. Please maintain as much relevant information and correspondence as possible.

Our primary concern is ensuring the work carried out meets the required standards. We cannot resolve financial matters or intervene on contractual issues.

Our complaints resolution process is an alternative to litigation. If legal action has been taken, we will not be able to assist.

### Step 3—Our resolution process

Once we have determined that your complaint is within our scope, we will contact the contractor on your behalf.

You must be willing to allow the contractor the opportunity to rectify the work on your installation, as outlined in the Consumer Rights Act 2015. Even if this opportunity has been provided prior to our involvement.

We will work with you and the contractor to resolve your complaint as quickly as possible. Depending on the nature and size of the roofing work involved, this may take some time.

Where remedial works are required as part of a complaint resolution, it is the responsibility of the property owner to negotiate directly with the contractor to organize safety/access equipment, ie. scaffolding, to the property.

If you are unsatisfied with our handling of the complaint once a resolution has been determined, you can write to us at NFRC CPS 31 Worship Street, London EC2A 2DY or via email to [admin@nfrccps.com](mailto:admin@nfrccps.com).

## HOW TO MAKE A COMPLAINT

We have been assessing the technical competence of contractors for many years and we take our assessment procedures very seriously. Our aim is to ensure roofing work is done to the highest industry standards by reputable contractors.

However, should you be in the unfortunate position of needing to make a complaint about one of our contractors, you will find that our complaints resolution process will be equally robust and fair.

- Read about our complaints resolution process.
- Gather as much evidence as you can about the work done.
- Fill in our Complaints Form by visiting our [Contact Us](#) web page and completing an enquiry form with 'complaint' selected as the enquiry type. Alternatively call us on 020 7448 3189 to discuss your options.
- Once we have received your completed complaints form, you will be contacted by the customer relations team within 24 hours to acknowledge receipt of your complaint and advise if your complaint is within our scope.
- If the complaint is deemed to be within our scope, the complaint will be passed to an independent reviewer to manage your complaint through to resolution.
- NFRC CPS will liaise directly with the complainant, or a person nominated by the complainant to deal with the complaint.
- If you do not agree with the outcome of the complaint you are able to appeal the decision by writing to us at [admin@nfrccps.com](mailto:admin@nfrccps.com) within 10 working days.
- An independent appeal investigator will be assigned to your appeal and additional information, or evidence may be requested.
- We will aim to notify you of the outcome of your appeal within 30 days of initial receipt, unless additional time is required to gather further evidence.