

## Does OFTEC offer Alternative Dispute Resolution (ADR)?

Alternative dispute resolution (ADR) can be used where there is an unresolved dispute between a consumer and a trader. ADR is carried out by a qualified independent person who looks at the problem from both sides and tries to find a solution. If you are thinking of taking a trader to court, judges now generally expect you to have considered using ADR before you start court action. ADR schemes have to be provided by certified bodies. OFTEC are not a certified provider of ADR but we can put you in touch with a preferred provider or you can appoint your own. Other suggested providers can be sought via Citizens Advice [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Costs will be incurred when using Alternative Dispute Resolution.

## Green Deal or PAS 2030 scheme

Complaints made against OFTEC registered businesses relating to works undertaken under the Green Deal or PAS 2030 schemes should in the first instance be notified to the Green Deal Oversight and Registration Body (GD ORB) requesting investigation. <http://gdorb.decc.gov.uk/contact-us> The GD ORB will then contact OFTEC to investigate the complaint accordingly. OFTEC's complaints procedure as detailed in this document applies.

## Microgeneration Certification Scheme

Complaints made against OFTEC registered businesses relating to renewable technology works undertaken under MCS scheme should, in the first instance, be notified to the MCS administrators Gemserv requesting an investigation. [www.microgenerationcertification.org/consumers/complaints](http://www.microgenerationcertification.org/consumers/complaints)

Gemserv will then contact OFTEC to investigate the complaint accordingly. OFTEC's complaints procedure is detailed in this document.

## About OFTEC

OFTEC runs a competent person registration scheme for businesses and technicians working in the oil, solid fuel, electrical and renewable technology heating sector.

Registered businesses and technicians are trained and assessed every five years by independent certification bodies and also have their work inspected periodically by the OFTEC team of regional inspectors. OFTEC is licensed by Governments to operate a competent person scheme in England, Wales, Isle of Man and the Channel Islands that allow OFTEC registered businesses to 'self-certify' heating installation work in place of obtaining a local authority building control notice.

OFTEC is also a registration body for PAS 2030 installers of certain energy efficient measures and a registration body for the microgeneration certification scheme (MCS) for certain renewable energy technologies.

Telephone: 01473 626298 UK or 01 864 5771 (RoI)

Fax: 01473 636536

Email: [compliance@oftec.org](mailto:compliance@oftec.org) Web: [www.oftec.org](http://www.oftec.org)

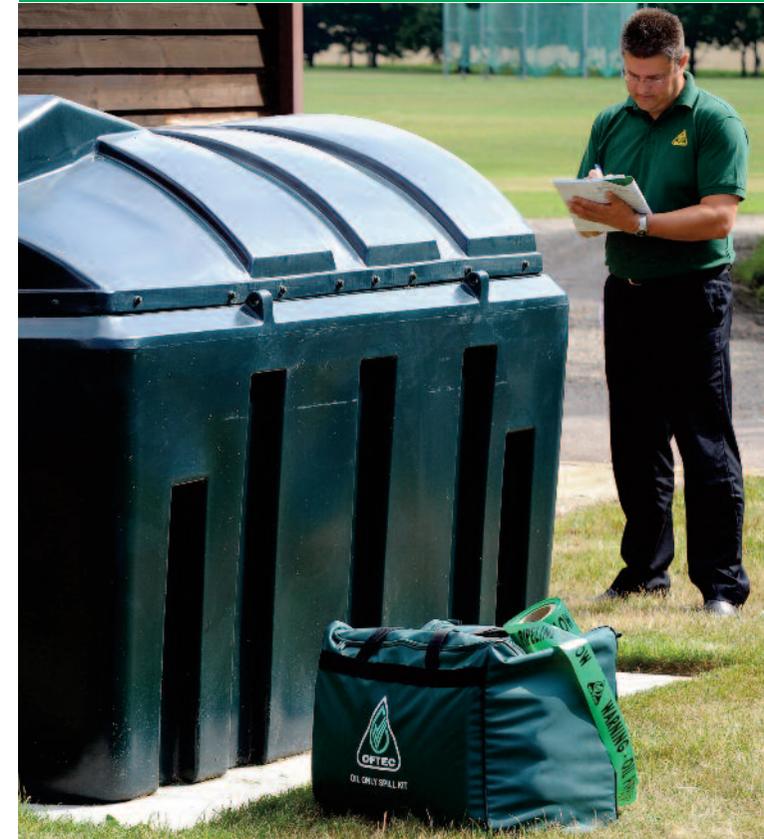
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**Foxwood House, Dobbs Lane**  
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# OFTEC compliance services



How to get sub-standard work investigated and rectified

# How to get sub-standard work investigated and rectified



**To investigate a complaint we need the full details in writing, including the name of the company and technician involved, and copies of any supporting evidence such as quotations, invoices and correspondence. A dedicated form (OFTEC document reference R/546) can be used to submit the details of your complaint and can be requested by calling 01473 626 298 (UK) or 01 864 5771 (RoI) or emailing [compliance@oftec.org](mailto:compliance@oftec.org).**

**Once completed please send everything, together with supporting documents (copies not originals) to OFTEC.**

## **What sort of concerns can be reported?**

OFTEC can investigate consumer complaints about an OFTEC registered businesses or individual technician where a lack of technical competence is a concern. For example, if any work undertaken doesn't comply with building regulations or has resulted in an unsafe situation. Initially we require the complainant to try to resolve the issue directly with the registered business and only contact OFTEC if the situation cannot be resolved. Unfortunately, we cannot mediate in any contractual or financial disputes, or if you are not the person who ordered or paid for the work.

## **How will OFTEC Investigate?**

Once we receive your complaint form we will review all the evidence you have provided. After we have carried out an initial technical review we will give you our response and relay a suggested course of action. If you agree to the suggested course of action we will contact the registered business concerned to investigate the matter further. It is our policy to conduct a fair and balanced investigation, and remain impartial between all parties.

In some cases, and at our discretion, we may appoint an OFTEC regional inspector to assess the work and this will be done as quickly and conveniently as possible. The registered business and technician involved will be invited to attend with our inspector. This will help speed the investigation up and quickly come to a suggested course of remedial action if required. We understand that some consumers may not wish the technician to return to the property but in these instances the investigation, and the way we deal with your concern, may be hindered.

## **What does a site inspection involve?**

If we decide a site visit is necessary we will assign one of our regional inspectors to assess personally whether the work has been carried out in accordance with relevant building regulations, British Standards, and OFTEC codes of practice. The OFTEC regional inspector will observe and report their findings back to OFTEC, but will not alter, repair or adjust any equipment. Inspections do not constitute a safety check or service and do not nullify the need for such. All findings and documents will remain confidential and the property of OFTEC.

## **What happens after a site inspection?**

If we uphold the complaint, OFTEC will issue the registered business or technician with a non-conformity notice to put the work right as appropriate. The householder can expect any remedial work to be done without further charge, providing it was included in the original contract of work. If the remedial work is not done satisfactorily, the business or technician will jeopardise their registration with OFTEC.

If we find the concern is not justified or cannot be upheld, OFTEC will inform both parties of this decision and that we are unable to take the matter any further. OFTEC will not become involved in financial or contractual disputes and will only deal with concerns regarding safety or non-compliant work.

## **What happens if the householder doesn't want the technician to carry out the work?**

OFTEC only issues non-conformity notices against the registered business or technician responsible. If a householder will not allow the original business or technician to put the work right then OFTEC's involvement in the matter will end, except for any internal action we may take against the registrant if there are proven concerns about competence.

## **Will OFTEC compensate the householder?**

OFTEC will not compensate or reimburse monies in regard to non-compliant work done by OFTEC registered businesses or technicians.

## **What happens if my technician isn't OFTEC registered?**

OFTEC cannot investigate complaints against non-registered businesses or technicians. In some instances, OFTEC can offer a chargeable independent inspection through OFTEC consultancy technical services. The independent report produced will not constitute an expert witness statement and we cannot assist in subsequent legal proceedings unless required to do so by court where OFTEC's expenses must be covered. For a quote to obtain an independent technical report from OFTEC please contact the OFTEC technical department on Tel 01473 626 298 (from the UK) or 01 864 5771 (from the RoI) or email [technical@oftec.org](mailto:technical@oftec.org)

## **What happens if I am not happy about the way my complaint has been handled?**

If you are dissatisfied with the way your complaint has been handled by OFTEC then you do have a route to appeal against the outcome to a higher level. In these instances please explain the reason for your appeal in writing to OFTEC's Registration Services Director.