



**D&T  
Rendering&Building LTD**

## **Complaints Policy and Procedure**

### **1. OUR AIM:**

D&T Rendering&Building Ltd is committed to providing high-quality service and conducting business in a transparent, accountable manner that develops trust and respect.

**D&T Rendering&Building Ltd** shall have in place and operate a documented complaints procedure appropriate for receiving, recording, acknowledging and resolving all complaints from clients in line with PAS2030:2019.

As a TrustMark Registered Business we are also part of the Government Endorsed Quality Scheme and as such have an obligation to handle disputes fairly and within compliance of the Code of Conduct and Customer Charter. We will use the Code of Conduct and Customer Charter to positively promote to consumers the benefit of using the quality mark and ensure we respect the wishes and welfare of consumers and operate in a way which protects their homes and property.

TrustMark understand that dealing with disputes can be stressful and their priority is to help consumers achieve fair, timely and cost-effective solutions. Their role is not to investigate specific consumer complaints, but to work closely with Scheme Providers, and their Registered Businesses, to ensure that the correct process and procedures within the TrustMark Scheme have been followed.

Where a complaint specifically relates to a Retrofit Assessment then we also follow the ECMK complaint procedure and terms and conditions of their membership scheme which is available to view here:

<http://www.ecmk.co.uk/home-owners/what-to-expect-from-your-energy-assessor/>

In order to achieve this, we work hard to make sure that making a complaint is as simple as possible. We treat a complaint with sensitivity and confidentiality while remaining impartial, as a clear expression of dissatisfaction with our service that requires a prompt response from us to deal with it politely and satisfactorily.

Our objectives are to:

- address informal and formal issues while maintaining a friendly atmosphere;
- facilitate mediation between the complainant and the person to whom the complaint has been forwarded;

- Investigate the cause of the complaint with fairness for all parties involved;
- resolve the complaint in a satisfactory manner and period of time;
- leave happy customers behind;
- learn from the complaints on how to improve our services and what further action is required to be taken;

## 2. COMPLAINT:

**Definition: A complaint is a declaration made verbally or in writing, although we encourage raising complaints in writing only while providing proof and documentation that someone did something improperly or that something is unsatisfactory.**

We are always appreciative of feedback from clients who are happy with the services we provide. However, in the unfortunate event that we did not meet the customers' expectations, we are open to suggestions and happy to handle any complaint in a satisfactory manner and period of time.

## 3. COMPANY'S RESPONSIBILITIES:

D&T Rendering&Building LTD is responsible to recognise any type of complaint in writing, reply within a given timeframe, handle the issue sensibly and appropriately, and take necessary action in order to resolve the complaint in a satisfactory manner and time for our customers. We will treat whatever information you supply in connection with a complaint with care. Information will be disclosed only with individuals who are required to know and in accordance with applicable data protection regulations.

## 4. CUSTOMER'S RESPONSIBILITIES:

The complainant should address any concerns they have in writing, by describing with as many details as possible the problem that occurred as a result of our services. If any action has been taken so far by us or by themselves, the customer should include those in the formal complaint as well as clearly as possible. They should express their concerns immediately and directly to a staff member at D&T Rendering&Building Ltd. We would kindly ask our customers to allow us a fair amount of time to address the issue and acknowledge the complaint simply because certain circumstances may be beyond of our control.

## 5. SUBMITTING COMPLAINTS

D&T Rendering&Building Ltd will accept a complaint from a direct customer or anybody speaking on behalf of a customer with the proper authority and consent. Complaints should be made in writing at 26 Cheveral Rd, Bedworth, Warwickshire, CV12 8HH, together with accompanying proof, so that the specifics are documented in the complainant's own words, however we accept complaints in the following formats as well:

- by telephone on 07438 342 775 or 07438 294 692
- by email at [elena@dtrenderingandbuilding.com](mailto:elena@dtrenderingandbuilding.com)
- through our website: [www.dtrenderingandbuilding.com](http://www.dtrenderingandbuilding.com)

If we have a complaint against one of our partners who provides services on our behalf, or one of our (sub)contractors, we will likewise apply these policies and procedures.

Where a complaint specifically relates to a Retrofit Assessment then we also follow the ECMK complaint procedure and terms and conditions of their membership scheme which is available to view here:

<http://www.ecmk.co.uk/home-owners/what-to-expect-from-your-energy-assessor/>

## Dealing with complaints



If things do go wrong, your first step should be to contact **D&T Rendering&Building Ltd** who carried out the works, to give us an opportunity to address your concerns and put things right. If you feel that you have exhausted this process, and cannot agree on a resolution, your next step should be to contact the business Scheme Provider.

### Registered Business who carried out the works

D&T Rendering&Building Ltd  
115-116 Spon End  
(BIC)  
Coventry CV1 3HF

26 Cheveral Road  
Bedworth CV12 8HH

Tel: +44 (0) 7438 342775  
[www.dtrenderingandbuilding.com](http://www.dtrenderingandbuilding.com)

### Scheme Provider

British Assessment Bureau Certification  
North East Business & Innovation Centre

Wearfield  
Sunderland SR5 2TA

Tel: 0191 222 0306  
[www.british-assessment.co.uk](http://www.british-assessment.co.uk)

### TrustMark License Number: 3339827

Under the TrustMark Framework Operating requirements, Scheme Providers are responsible for the conduct of their members and must do their best to help resolve disputes between businesses and their customers. If the dispute is complex, the Scheme Provider may suggest using an Independent Alternative Dispute Resolution (ADR) provider to help resolve the matter.

## 6. HANDLING AND RESOLVING COMPLAINTS

In many cases and in a first instance, a complaint is usually and best resolved by the person responsible for the issue being complained about.

Simply because, when the complaint has been received by that specific person, they may be able to resolve it swiftly and satisfactorily.

In the unfortunate event that we are unable to do so, one of our managers will contact the complainant within 3 working days, will record and acknowledge the complaint and will investigate the cause of the complaint.

Please note that if the complaint is about a specific individual, that person should be notified and given a fair chance to reply.

Within 4 weeks, the complainant should have an appropriate response and course of action from D&T Rendering&Building Ltd. If, for some reason that is beyond the company's control, and the investigation could not be carried out within the 4 weeks specified, the complainant will be given a report that includes what has been done so far and when a definitive answer of the complaint will be ready.

Eventually, the response to the complainant should detail the steps taken to investigate the complaint, the findings of the inquiry, and any actions taken in response to the complaint.

We aim to address and resolve in a satisfactory manner a great majority of concerns and/or complaints within 4 weeks, however if the complainant believes the matter has not been remedied adequately, the complainant has the right to seek assistance from third parties, such as a local Citizens Advice for further guidance. Please see <https://www.citizensadvice.org.uk/>.

## **7. LEARNING FROM COMPLAINTS**

We will never stop learning from the complaints and will identify any issues and errors that may require us taking further action.

## **8. REVIEW OF THE COMPLAINTS PROCEDURE**

The Complaints policy and procedure will be reviewed on an annual basis and revised where necessary, meaning that the next review is due in January, 2025.