

ECA Trustmark Complaints Management Procedure

1. CUSTOMER CARE

- 1.1 TrustMark is a Government-backed scheme to help consumers find reputable firms to carry out improvements, repairs and maintenance work on their homes or in their gardens. TrustMark registered firms work to British and/or international standards and must operate within the rules of the scheme as defined by their registration body; in this case the ECA's Code of Fair Trading.
- 1.2 TrustMark registered firms must have procedures in place that give proper consideration to customer complaints with the aim of resolving all disputes where possible.
- 1.3 A consumer's complaint should be first addressed to the firm with which the consumer has contracted to carry out the work. If it is not possible to resolve the complaint with the firm, it should then be submitted to ECA as explained below.
- 1.4 As a TrustMark scheme operator the ECA has an obligation to carry out quick, user-friendly and effective procedures for dealing with such complaints, including a resolution process that attempts to arrange a solution acceptable to both parties. The ECA TrustMark Complaints Management Procedure satisfies this obligation and is set out below.

2. MAKING A COMPLAINT

- 2.1 Complaints about ECA TrustMark registered firms must be made in writing to:

**ECA Complaints Administrator
Membership Department
ESCA House, 34 Palace Court
London W2 4HY**

Fax: 020 7221 7344

E mail: membership@eca.co.uk

An ECA Complaints Record Form is attached - additional copies can be downloaded from the Complaints section of the ECA website, www.eca.co.uk.

- 2.2 Upon receipt of a written complaint about an ECA TrustMark registered firm, the Complaints Administrator will contact the firm to ensure that it is aware of the complaint and that it has followed its own complaints procedure. If the registered firm has no knowledge of the complaint, the

complainant will be referred back to the firm. The ECA Complaints Management Procedure only applies when the contractor's own complaints procedure has failed to resolve the complaint.

- 2.3 All written complaints will be reviewed by the ECA Complaints Administrator to determine the nature of the complaint and the course of action to be followed. All complaints are acknowledged, and the firms involved notified, wherever practicable, within a maximum of five working days. Both parties will be informed at the same time of the proposed course of action.

3. HOW DISPUTES ARE HANDLED

- 3.1 The nature of the complaint will determine the course of action taken. For the purposes of this procedure complaints are classified under two broad headings - 'workmanship' or 'contractual'.

Workmanship

- 3.2 In a case of complaints about the workmanship of a TrustMark registered firm, an Inspection on Demand facility will be offered to the consumer. This is an independent technical inspection of the work to assess compliance with the Relevant Standards. As a matter of policy the firm involved should be in attendance at the inspection to identify both the work they are responsible for, and for any related contractual considerations.
- 3.3 A formal Inspection Report will be provided to both parties, and used as the basis for any remedial work that may be required. The firm involved should always be given the opportunity to carry out the remedial work, but this will be at no extra-cost to the Client.

Contractual

- 3.4 In the case of contractual disputes, ECA offers a Mediation Service. This is a quick, low cost redress system. It offers an alternative way to settle disputes without resorting to the more time consuming and expensive processes of adjudication, arbitration or litigation. The mediator is neutral and assists the parties to negotiate their own settlement; he does not impose a judgement.
- 3.5 **For further details contact ECA, Commercial Contracts & Legal Department, tel; 020 7313 4815.**



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ECA Complaints Record

COMPLAINANT'S DETAILS

Name:

Address:

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Telephone: Email address:

CONTRACTOR'S DETAILS

Name:

Address:

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Date of installation work: Type of work:

To enable a prompt review please provide copies of any contracts/quotations, warranties, certification and any related correspondence.

BRIEF DETAILS OF COMPLAINT

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ACTIONS TAKEN TO DATE

Please include details of how the contractor has been given an opportunity to correct the work.

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PLEASE COMPLETE AND RETURN THIS FORM AND SEND, TOGETHER WITH COPIES OF ALL RELATED DOCUMENTATION AND CORRESPONDENCE, TO THE MEMBERSHIP DEPT AT THE ABOVE ADDRESS.



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Electrical Contractors' Association
ESCA House, 34 Palace Court, London, W2 4HY
Tel 020 7313 4809 Fax 020 7221 7344
Email electricalcontractors@eca.co.uk www.eca.co.uk