

# Home Information Packs Direct

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## Home Information Packs Direct - Complaints Policy

Home Information Packs Direct is committed to providing a quality service to its customers at all times. We take complaints seriously and pledge to abide by the following policy:

1. All complaints will be handled courteously.
2. We will try to respond in writing within 48 hours to all correspondence.
2. Complaints will be handled personally by a director of the company.
3. We may need to re-inspect a property if the quality of our assessors work is in doubt. We will not make a charge for such re-inspections.
4. If it is necessary for a revised Energy Performance Certificate to be produced due to a failure on our part, we will meet all of the costs involved.
5. All complaints will be reported to our Accreditation Centre (the body appointed by the Government to supervise the work of Home Information Packs Direct).
6. If we are unable to resolve the complaint to your satisfaction, we will be happy to refer the complaint to a mutually acceptable arbitrator and we will abide by that arbitrator's decision.
7. This policy does not restrict your right to take legal advice.

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