

## COMPLAINTS PROCESS

### FOR DOMESTIC ENERGY ASSESSMENTS CARRIED OUT BY Adam Harvey of ADEPT PROPERTY SERVICES

We would seek to address and resolve any initial complaint by telephone or email within **3** working days of initial contact, or in person at time of the particular assessment. If you are unhappy with this resolution or process we would ask you to put the complaint in writing. We will then acknowledge your complaint in writing within **7** days, and we will offer a resolution within **21** days. Please note that all complaints whether put in writing by you or not, are logged and stored securely by us and are automatically reported to our Accreditation Scheme with full details.

If you are dissatisfied with our offer to resolve the matter, or in the resolution itself, the complaint will be escalated to our Accreditation Scheme. Please be aware that you can escalate your complaint to our Scheme at any time and you are at no time deprived of your legal rights. Complaints that are escalated to our Scheme are logged by the Scheme and dealt with in accordance with the complaints procedure set out in the 'Scheme Document' and the 'Scheme Complaints Procedure'.

Unresolved complaints will be referred to an Independent Panel for resolution. This Independent Panel will consist of three members of **BRE Global Ltd** who have not been directly involved in the process, and who have no direct interest in the decision.

The Independent Panel decision is binding on us, as the Domestic Energy Assessor, but not to you; you are still entitled to your legal rights.

These procedures are accessible and available at no cost at the point of access and where appropriate, we will provide effective redress.

Our contact details:

**Adept Property Services**  
**6 Pecche Place, Chineham, Basingstoke, Hampshire, RG24 8AA**  
**01256 460589**  
**sales@adeptproperty.co.uk**

Address of our accrediting body:

**BRE Accreditation Scheme**  
**BRE Global, Bucknalls Lane, Garston, Hertfordshire, WD25 9XX**  
**0845 8630014**