

COMPLAINTS POLICY

All complaints will be handled by Paul Mickle, proprietor of Active Energy Assessments.

General Complaint - In the first instance please contact us by phone or e-mail. We will endeavour to verbally resolve any issue within 24 hours. We will also confirm a response in writing within 72 hours. If you feel the issue has not been resolved you have the option to follow the formal complaints procedure, which will be attached to the response.

Formal Complaint – A formal complaint must be placed in writing by post or e-mail in a letter clearly stating the complaint you have. We will acknowledge your letter within 3 working days and formally respond to the complaint within 10 working days.

Your complaint will be investigated and we will respond within the timescales laid down in the acknowledgement letter. In the unlikely event that the timescales cannot be met, you will be contacted by phone, e-mail or letter stating the extended dates for response.

Once our complaints procedure has been exhausted you are still within your rights to escalate the complaint by submitting a formal complaint to my accreditation company Stroma UK. The complaints procedure is laid down on their website at www.stroma.com or they may be contacted at the address detailed below.

Accreditation Company
Stroma UK - Membership Number - STRO001481

Stroma Accreditation Ltd,
Unit 4, Pioneer Way,
Pioneer Business Park,
Castleford,
WF10 5QU.
Phone : 0845 6211111