



# OFTEC Compliance Service

OFTEC will not become involved in financial or contractual disputes and will only deal with concerns regarding safety or non-compliant work.

## What happens if I am not happy about the way my complaint has been handled?

If you are dissatisfied with the way your complaint has been handled by OFTEC then you do have a route to appeal against the outcome to a higher level. In these instances, please explain the reason for your appeal in writing to OFTEC's Registration Services Director.

## Does OFTEC offer Alternative Dispute Resolution (ADR)?

Alternative dispute resolution (ADR) can be used where there is an unresolved dispute between a consumer and a trader. ADR is carried out by a qualified independent person who looks at the problem from both sides and tries to find a solution. If you are thinking of taking a trader to court, judges now generally expect you to have considered using ADR before you start court action. ADR schemes have to be provided by certified bodies. OFTEC are not a certified provider of ADR but we can put you in touch with a preferred provider or you can appoint your own. Other suggested providers can be sought via Citizens Advice [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Costs will be incurred when using Alternative Dispute Resolution.

## TrustMark or PAS 2030 scheme.

If you have work completed by an OFTEC registered business under the PAS2030 specification or by the government endorsed TrustMark scheme and have a concern over the standard of the work, please report these matters to OFTEC so they can be investigated in accordance with this procedure. To check if your installer is registered with the OFTEC PAS 2030 or TrustMark schemes please contact our registration team on 01473 626 298 (UK) or 01-8645771 (ROI) or email [registration@oftec.org](mailto:registration@oftec.org).

## Microgeneration Certification Scheme

If you have a renewable installation completed under the microgeneration certification scheme (MCS) and have a concern over the technical standard of the work, then these matters can also be reported to OFTEC and investigated in accordance with this procedure.

MCS registered installers must belong to a renewable consumer code approved by the Chartered Trading Standards Institute (CTSI). To check if your installer is registered with the OFTEC microgeneration certification scheme or to find out which consumer code they belong to please contact our registration team on 01473 626 298 (UK) / 01-8645771 (RoI) or email [registration@oftec.org](mailto:registration@oftec.org).

## About OFTEC

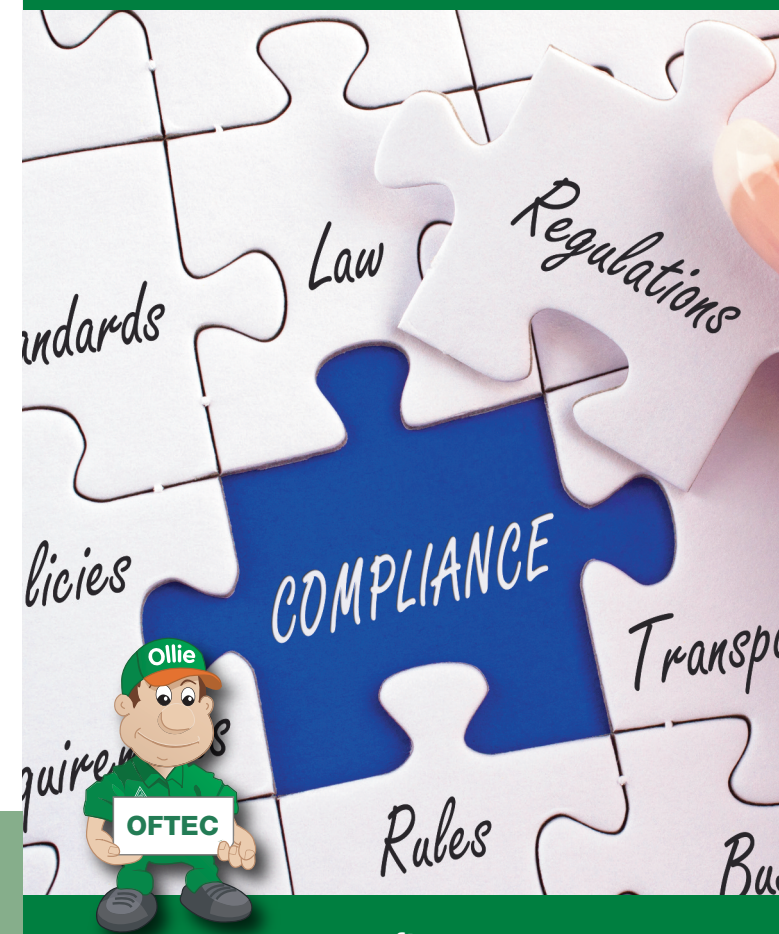
OFTEC runs a registration scheme for businesses and technicians working in the oil, solid fuel, electrical and renewable technology heating sector. Registered businesses and technicians are trained and assessed every five years by independent certification bodies and also have their work inspected periodically by the OFTEC team of regional inspectors.

OFTEC is licensed by Governments to operate a competent person scheme in England, Wales, Isle of Man and the Channel Islands that allow OFTEC registered businesses to 'self-certify' heating installation work in place of obtaining a local authority building control notice. OFTEC is a registration body for PAS 2030 installers of certain energy efficient measures and a registration body for the microgeneration certification scheme (MCS) for certain renewable energy technologies. OFTEC is also a scheme operator for the government endorsed TrustMark quality scheme.



OFTEC  
Tel: 01473 626 298 (UK) or 01 864 5771 (RoI)  
Email: [compliance@oftec.org](mailto:compliance@oftec.org) | [www.oftec.org](http://www.oftec.org)

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[www.oftec.org](http://www.oftec.org)

Once we receive your complaint form we will review all the evidence you have provided. After we have carried out an initial technical review we will give you our response and relay a suggested course of action. If you agree to the suggested course of action, we will contact the registered business concerned to investigate the matter further.

It is our policy to conduct a fair and balanced investigation and remain impartial between all parties. In some cases, and at our discretion, we may appoint an OFTEC regional inspector to assess the work and this will be done as quickly and conveniently as possible. The registered business involved will be invited to attend with our inspector. This will help speed the investigation up and quickly come to a suggested course of remedial action if required.

We understand that some consumers may not wish the technician to return to the property. However, OFTEC only issues non-conformity notices against the registered business or technician responsible. If a householder will not allow the original business or technician to put the work right then OFTEC's involvement in the matter will end, except for any internal action we may take against the registrant if there are proven concerns about competence.

### What happens next?

If we uphold the complaint, OFTEC will issue the registered business or technician with a nonconformity notice to put the work right as appropriate. The householder can expect any remedial work to be done without further charge, providing it was included in the original contract of work. If the remedial work is not done satisfactorily, the business or technician will jeopardise their registration with OFTEC.

If we find the concern is not justified or cannot be upheld, OFTEC will inform both parties of this decision and that we are unable to take the matter any further.

