

Your guide to OFTEC compliance service



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About OFTEC

OFTEC operates a registration scheme for businesses and technicians working in the liquid fuel, solid fuel, electrical and renewable technology heating sectors. OFTEC registered 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' their heating installation work without the need to obtain a Local Authority Building Control Notice.

OFTEC is a registration body for PAS 2030 installers of certain energy efficient measures and a certification 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 has a duty to investigate complaints made against OFTEC registered businesses and technicians which relate to technical competence.

What can and can't OFTEC investigate?

What can OFTEC investigate?

- Non-compliant work which has not been carried out in accordance with the local building regulations.
- Non-compliant work which has not been carried out in accordance with the equipment manufacturer's instructions.
- Work that has resulted in an unsafe condition and/or situation.
- Concerns over technical competence.
- Non-notification of controlled service work (in applicable regions).

What can OFTEC not investigate?

- If the business/technician is not OFTEC registered or wasn't OFTEC registered at the time of the work.
- If the work is not covered by the scope(s) of OFTEC registration held by the business/technician.
- Financial or contractual disputes.

Complaints that OFTEC cannot investigate

For complaints that OFTEC cannot investigate we advise that you find out your rights under the relevant Consumer Law. Dependant on your location there are different citizens and consumer organisations that can provide you with guidance and assistance.

How does the complaint process work?

How does the complaint process work?

Complaints should initially be attempted to be resolved directly with the main contractor for the work. As a first step, your complaint should be made directly to the main contractor concerned in writing (for traceability purposes) and a reasonable timeframe allowed for a response.

Following the completion of the first step detailed above, should a resolution not be agreed between both parties, a consumer complaint form (R546) can be requested from the OFTEC compliance team by emailing compliance@oftec.org. You will need to complete the R546 and send it back by email or post.

The following information needs to be provided:

- Name of the business/technician.
- The address where the work was completed.
- The date work was completed.
- If the work is incomplete, please provide further information.
- The type of work they did.
- Evidence that you have contacted them to advise of your complaint and any responses.
- Relevant photos.
- Quote, invoice, and/or paperwork relating to the work.

Once we receive your completed consumer complaint form (R546) and additional evidence we will review all the information you have provided. After we have carried out an initial review we will give you our response and 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. We can only review factual evidence and not hearsay.

How does the complaint process work?

Do OFTEC carry out a site inspection of the work?

In some cases, and at our discretion following our initial review of your complaint, we may appoint an OFTEC 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. Any inspection carried out will be non-intrusive and visual only.

What if I do not wish for the business/technician involved to return?

We understand that you may not wish the business/technician to return to the property. If you will not allow the original business or technician to put the work right then OFTEC's involvement in the matter will end and the case will be closed, except for any internal action we may take against the registrant if there are proven concerns about competence. Any internal action taken is confidential and will not be disclosed in line with data protection requirements.

What happens next?

If we uphold the complaint, OFTEC will issue the registered business/technician with details of the non-conformities to put the work right as appropriate. You 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/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.

What happens post remedial work?

The business/technician will be required to submit photographic evidence of the remedial work to OFTEC for review. Only once the evidence has been checked and accepted as being satisfactory will the case be closed. In some cases, and once again at our discretion, we may appoint an OFTEC inspector to complete a follow up inspection to verify that the remedial work has been completed satisfactorily.

Route to appeal and Alternative Dispute Resolution

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, then you do have a route to appeal to a higher level within OFTEC. In these instances, please explain the reason for your appeal by emailing compliance@oftec.org marked for the attention of the OFTEC 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 must be provided by certified bodies. OFTEC are not a certified provider of ADR but we can put you in touch with a provider or you can appoint your own. Costs will be incurred when using ADR.

TrustMark, PAS 2030 or MCS

TrustMark or PAS 2030 scheme.

If you have work completed by an OFTEC registered business under the PAS2030 specification or under 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 the business/technician is registered with the OFTEC PAS 2030 or TrustMark schemes please contact our registration team on 01473 626 298 ^(UK) or 01-8645 771 ^(RO) or email registration@oftec.org.

Microgeneration Certification Scheme (MCS)

If you have a renewable installation completed under MCS and have a concern over the work, then these matters are to be reported directly to MCS for investigation.

To see the MCS complaints policy and for details on how to submit a complaint to MCS please visit www.mcscertified.com/make-a-complaint/

To check if a business/technician is MCS certified please visit www.mcscertified.com/find-an-installer/ or call the MCS help desk on 0333 103 8130.

Data sharing

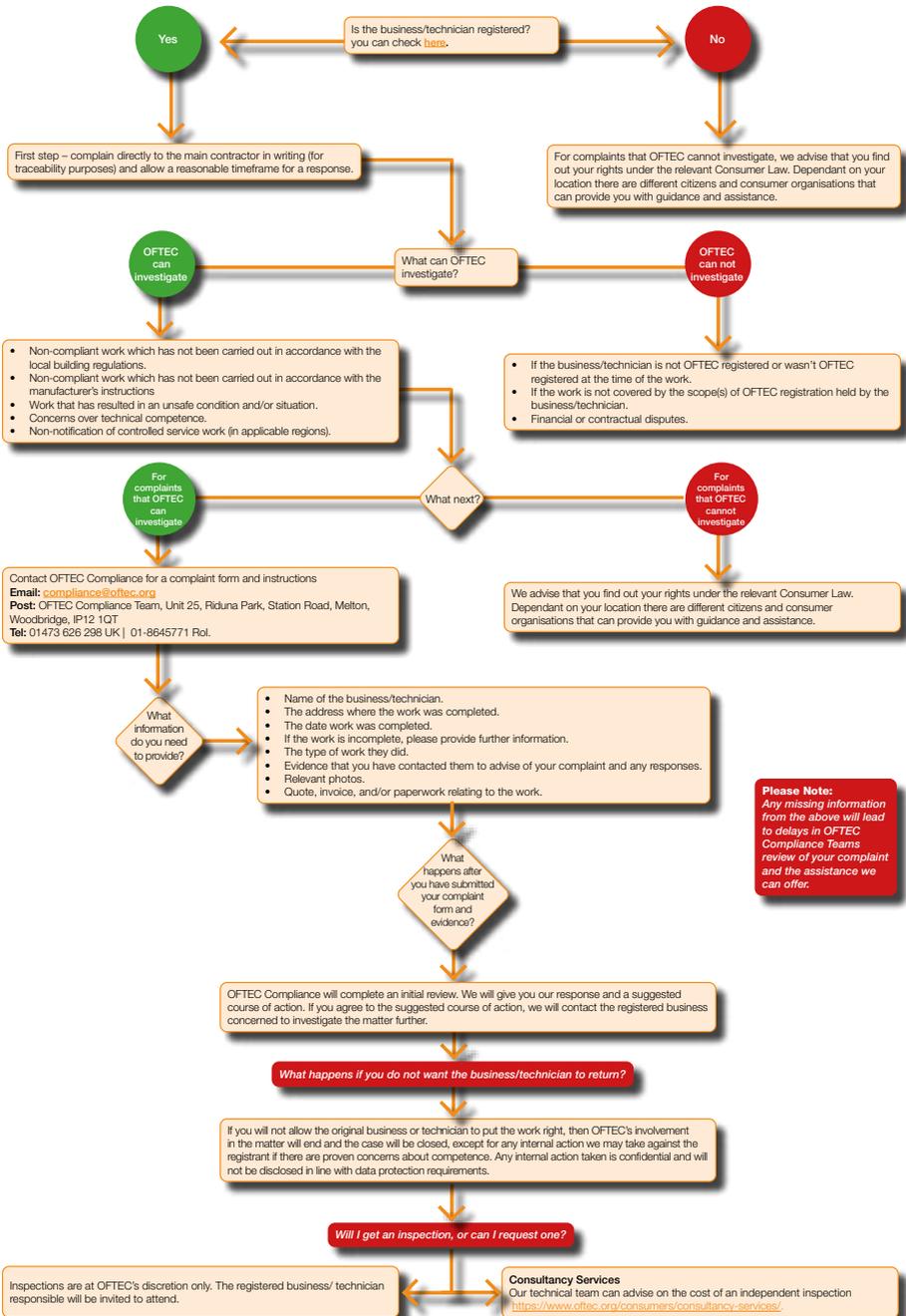
Data Sharing

In addition to sharing the necessary data with the OFTEC business/ technician concerned in respect of your complaint, it may also be necessary for information to be shared with MCS or TrustMark as independent data controllers under OFTEC's legitimate interests.

We process personal data under our legitimate interests to investigate complaints and maintain scheme standards. You have the right to object to this processing, but because it is necessary for complaint investigation and regulatory compliance, we may continue to process your information where we have compelling legitimate grounds to do so.

For more information about how we handle personal data and your rights, please see our full privacy notice at www.oftec.org/policies/privacy-notice.

Flowchart



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