

Heat Pump Association Complaints Policy

Purpose

The Heat Pump Association (HPA) is committed to providing a high standard of service to its members, employees, and stakeholders. This policy outlines the process for addressing complaints in a fair, timely, and effective manner.

Scope

This policy applies to all members, employees, contractors, volunteers, and stakeholders of the HPA. It covers complaints related to any aspect of the HPA's operations, services, or the conduct of its representatives.

Policy Statement

The HPA values feedback and is committed to resolving complaints constructively and transparently. All complaints will be handled with respect and confidentiality and without fear of retaliation.

Definitions

- **Complaint:** An expression of dissatisfaction regarding the HPA's services, actions, or the behaviour of its representatives.
- **Complainant:** The person making the complaint.
- **Respondent:** The person or entity against whom the complaint is made.

Complaints Procedure

1. Submission of Complaints:

- Complaints should be submitted in writing to the HPA via email (info@heatpumps.org.uk) or post **Heat Pump Association, 2 Waltham Court, Milley Lane, Hare Hatch, Reading, Berkshire RG10 9TH**
- The complaint should include the complainant's name, contact information, and a detailed description of the issue.

2. Acknowledgment:

- The HPA will acknowledge receipt of the complaint within five working days.
- The complainant will be informed of the process and expected timeline for resolution.

3. Investigation:

- The HPA will conduct a thorough and impartial investigation.
- This may involve gathering information from relevant parties and reviewing any pertinent documents.

4. Resolution:

- The HPA will aim to resolve the complaint within 30 working days.
- The complainant will be informed of the outcome in writing, including any actions taken to address the issue.

5. Appeal:

- If the complainant is not satisfied with the resolution, they may appeal the decision within 10 working days of receiving the outcome.
- The appeal will be reviewed by a senior member of the HPA who was not involved in the initial investigation.

Confidentiality

All complaints will be handled confidentially. Information will only be shared with those directly involved in the investigation and resolution process.

Review and Updates

This policy will be reviewed regularly and updated as necessary to ensure it remains effective and compliant with legal requirements.