

Blue flame Certification (BFC) Trustmark Approved Members Consumers Complaints Procedure

BFC's role is to approve, certificate, and to monitor the ongoing status of approval of BFC Approved Trustmark Members. Since compliant work is a cornerstone and one of the primary aims of the Trustmark Scheme is that all work carried out by its Members is compliant and adhering to required Standards requirements, BFC Approved Members must at all times endeavour to resolve complaints. This is a necessary requirement to enable them to continue with their BFC Approval

BFC Scheme Rules require BFC Approved Members to operate an effective complaints process, and to assure compliance by providing an insurance backed guarantee for a minimum of 2 years or 25 years for Cavity wall, solid wall, park home, underfloor and room in roof insulation after date of completion if a Member ceases trading and is unable to rectify any issues

BFC will impartially judge the validity of any complaint resolution, proposed or carried out, by the Member for the consumer. Action may be taken against the Member if outcomes do not resolve the complaint in a way that achieves compliance within a maximum of 30 working days.

BFC company processes do not require paying compensation to a Consumer complainant for non-compliant work, or funding other installers to carry out rectification work. If the installer offers such themselves this may act as a suitable outcome and resolution of the complaint

Before the consumer escalates a complaint to BFC, the Member must have been given every opportunity to resolve the complaint.

BFC Approved Members are required to provide the Insurance Backed guarantee which will be part of the Handover Pack that is provided to the Consumer.

If it is the case that the BFC Member does not resolve your complaint you can escalate it to BFC. If at any time BFC do not consider the offered resolution to be satisfactory the installer would be referred to the BFC Compliance Panel to consider sanctions such as suspension of their certification, or additional monitoring of their activities until a suitable resolution was offered.

If as a result of a Complaint an agreement cannot be reached for example for one of the following reasons:

- ✚ The Member disputes the the complaint and/or the evidence from both Member and Consumer is inconclusive
- ✚ The complaint is not being handled in a timely manner
- ✚ The Members resolution is considered satisfactory by BFC but is not accepted by the Consumer

- ✚ The proposed rectification requires the Member to return to the Consumers premises to carry out rectification work but the Consumer does not wish them to carry out the necessary actions
- ✚ The Member has not completed work and not returned to the Consumers premises for completion

In these circumstances BFC is not independent to adjudicate between the parties and either legal action or Alternative Dispute Resolution options will be recommended to the Consumer

Alternative Dispute Resolution (ADR)

Alternative Dispute Resolution (ADR) is a quicker and cheaper alternative than court proceedings enabling both the Consumer and the Member to resolve their dispute.

<https://www.disputeresolutionombudsman.org/dispute>

It is a voluntary process and both parties have the option to take further court action if they do not reach a mutually acceptable outcome. There are several types of ADR processes and depending on the size, complexity and value of the claim; the parties can decide to use whichever process that would most effectively resolve their dispute.

The Chartered Institute of Trading Standards Institute (CTSI) is the Competent Authority in the UK for approval of ADR bodies in the UK, and these are publicly listed.

If the complaint is not resolved BFC will recommend that the Consumer Complainant and BFC Approved Trustmark Member enter into an arrangement with one of these organisations.

As a BFC Approved Trustmark Member Consumers may also contact the Trustmark Disputes Team which will enable the access to Trustmark low cost dispute resolution process

All complaints to be submitted to ccc@blueflamecertificaion.com and we aim to acknowledge all complaints within 5 working days so if you haven't heard anything within that timescale please get in touch to check we have received it.

Please find below a simple Flowchart process for Customer Complaints

Customer Complaints Process

