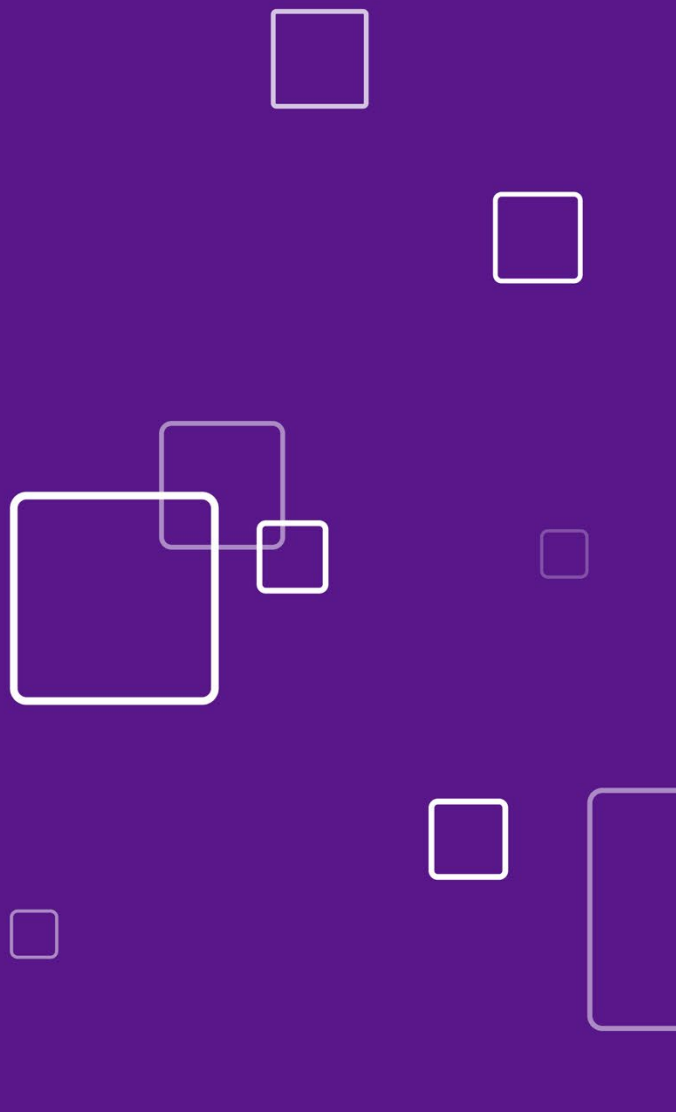


Complaints and appeals process



Complaint and appeals process

We are committed to providing a quality service to our customers and we welcome feedback and suggestions. If you are unhappy, please let us now and we will ask you what we can do to put the situation right and sort the problem out straight away.

Complaints

Where we cannot put the situation right or if you're still not happy, you have the option to raise a complaint. Please send us the details of your complaint to admin@chas.co.uk.

Complaints will be acknowledged with an initial response in writing within 48 hours. We will check that we have all the information we need and may ask you for further clarity as part of our investigation. We will evaluate our records, consult the people involved and make a fair and impartial decision.

We will endeavour to resolve your complaint within 10 working days and will provide you with information about what has been done. If we decide CHAS improvements can be made, we will take action to resolve this.

If you are not satisfied with the response to a complaint, please let us know and we will escalate your complaint for further investigation and decision.

Appeals

If you are not happy with an assessment decision, you have the option to appeal this. Please send us the details of your appeal to admin@chas.co.uk.

Appeals will be acknowledged with an initial response in writing within 48 hours. All information relevant to the appeal shall be gathered and investigated, and a fair and impartial decision will be made. A response will be provided upon completion of a full investigation and decision within 10 working days. If we decide CHAS improvements can be made, we will take action to resolve this.

If you are not satisfied with the response to an appeal, please let us know and we will escalate your appeal for further investigation and decision.

Submission, investigation and decision on complaints and appeals shall not result in any discriminatory actions against the complainant / appellant.

*CHAS Certification is a trading name of CHAS 2013 Limited; hereinafter referred to as CHAS or CHAS Certification.