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## INTRODUCTION

The Register of Gas Installers of Ireland (RGII) undertakes to investigate complaints in respect of work completed by RGII Registered Gas Installers (RGI) with a view to identifying if remedial work is necessary and to require that the registered gas installer attend to any such remedial work. The work of RGII registered gas installers must comply with the National Standards for Domestic Gas Installations 813 (IS813) published by the National Standards Authority of Ireland (NSAI). In respect of this complaints procedure RGII is concerned solely with the safety and technical standard of gas work carried out by the registered installer. RGII's complaints procedure does not deal with:

- Contractual or commercial matters of any kind, such as the price charged for work or whether correct payment has been made to the registered installer for work completed.
- Complaints about aspects of work which are not directly related to gas safety, such as the performance of a gas appliance/installation.
- Complaints where subsequent action has been taken by some other gas installer. In such cases, RGII would be unable to firmly establish, by means of an on-site inspection, whether or not the work originally complied with the gas standard IS813.
- Complaints which are the subject of current or impending litigation. RGII regards its complaints procedure as an alternative to litigation.
- Non-compliance with specification requirements which fall outside the scope of the Irish Standard for Domestic Gas Installations.

### **RGII will investigate complaints about work carried out by non registered gas installers only with a view to enforcing the legislation (The Energy (Miscellaneous Provisions) Act 2006**

For contractual and practical reasons the RGII complaints procedure is normally only applicable to completed gas work (not to work in progress) which has been completed less than one year from the date the complaint was first registered with RGII.

To enable RGII to implement its complaints procedure, the complainant must permit the registered gas installer to be present at any inspection carried out by the RGII Inspector and be willing to allow reasonable access for the registered installer to carry out any necessary remedial work.

## COMPLAINT PROCEDURE

Complainants are invited to complete a one sheet complaints form quoting the installation address, the name of the RGII registered gas installer, date of completion of work etc. and stating the portion or features of the gas work that are considered to be unsafe or below the required standard (IS813).

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In cases where there is considered to be imminent danger the complainant must contact the Bord Gáis Emergency line at 1850205050 also the above mentioned form can be transmitted and returned by fax. In exceptional circumstances the details can be given on the telephone quoting the specific danger and on the understanding that the written confirmation will follow immediately. On receipt of a completed **Complaints Form G50**, RGII asks the registered installer to comment. If the complaint is of a relatively minor nature and the facts are not in dispute it may be possible for RGII to arrange for the matter to be resolved without direct intervention. In other cases, arrangements are made for an on-site inspection to be carried out by a RGII Inspector.

A representative of the registered installer will be requested to be present at the inspection. The complainant or a representative is also required to be present but no one else unless expressly agreed in advance by the RGII Inspector.

The inspection is concerned solely with the items specifically the subject of the complaint. The purpose is to determine whether these items satisfy the requirements of the Standards for Domestic Gas Installations. After the inspection the RGII Inspector prepares a report giving details of the gas work, the results of tests and details of any breaches, if any, of the gas standard. This report is sent to the registered gas installer and the complainant is given a general indication of RGII's findings.

If the report reveals breaches of the gas standard RGII requires the registered installer to carry out remedial work without additional cost to the customer, to correct those breaches which were not the result of specification requirements. Usually, a further inspection of the installation is made after completion of the remedial work so that confirmation can be given to the customer that the breaches have been corrected.

All decisions regarding the application and interpretation of the Irish Standard for Domestic Gas Installations (IS 813), complaints procedure, the safety and technical standard of a gas installation and remedial work required rests solely with the Register of Gas Installers of Ireland.

**Associated Documentation:**

- Customer Complaint Form (G50)