



## Gateway DEA Complaints Policy.

**Gateway Energy Assessors is committed to providing a quality service to our customers at all times. We take complaints seriously and pledge to abide by the following policy: -**

1. All complaints will be handled courteously.
2. We will try to respond in writing within 48 hours to all correspondences.
3. We may need to re-inspect a property if the quality of our work is in doubt. We will not make a charge for such inspections.
4. If it is necessary for a revised Energy Performance Certificate to be produced due to a failure on our part, we will meet all the costs involved.
5. All complaints Will be reported to our Accreditation Centre, the body appointed by the Government to supervise the work of Domestic Energy Assessors.
6. If we are unable to resolve the complaint to your satisfaction, we will be happy to refer it to a mutually acceptable arbitrator and we will abide by that arbitrator's decision.
7. This policy does not restrict your right to take legal advice.

STEPHEN JOYCE

GATEWAY DEA  
LITTLE WELLHOUSE FARM  
STIFFORD CLAYS ROAD  
ORSETT, GRAYS  
Essex  
RM16 3nh