

RETROSERVE LIMITED

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Complaints procedure

Retroserve Limited's status as a **TrustMark Registered Business** mandates a formal, free, responsive, and accessible complaints handling process, as required by the PAS 2030 standard (Clause 8). This procedure ensures that customer dissatisfaction is systematically addressed and that feedback is integrated into the Quality Management System (QMS) for continuous improvement. The following outlines the multi-stage Complaints and Dispute Resolution Procedure for Retroserve Limited:

Retroserve Limited: Customer Complaints and Dispute Resolution Procedure

Policy Commitment: Retroserve Limited is committed to achieving and maintaining high levels of customer satisfaction and systematically collecting and applying feedback to drive quality improvements. We ensure transparency, impartiality, and prompt resolution at every stage.

Stage 1: Internal Complaint Resolution (Retroserve Limited)

This stage is managed internally by Retroserve's Customer Service and Project Management teams.

<i>Step</i>	<i>Action and Timeline</i>	<i>Responsibility</i>	<i>Documentation Requirement</i>
1. Complaint Receipt and Logging	The customer (homeowner, client, or funding body) contacts Retroserve via phone (0800 034 0345) or email (info@retroserve.co.uk) to report dissatisfaction or a defect. The complaint is immediately logged centrally.	Customer Service / Project Administration	Formal complaint log entry (Date, nature of complaint, EEM involved, customer contact).
2. Prompt Acknowledgment	Retroserve must issue a prompt acknowledgment to the customer (within 48 hours). The acknowledgment informs the customer of the procedure, assigns an investigation owner, and sets expectations for action.	Customer Service / Compliance Manager	Dated acknowledgment letter/email.
3. Investigation and Root Cause Analysis (RCA)	An impartial investigation is initiated. For quality or technical defects, this often involves the Retrofit Coordinator (Shaid Nazir) and the Project Manager. The objective is to determine the root cause of the problem (e.g., inadequate installation, material defect, or inadequate design specification).	Retrofit Coordinator / Project Manager	Investigation Report documenting root cause, findings, and required corrective actions.

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4. Corrective Action and Response	Documented corrective action (e.g., replacement, rework, retesting) is implemented on site. A final response letter is then issued to the customer, detailing the corrective action taken, the root cause identified, and the formal closure of the complaint.	Project Manager / Site Supervisor	Evidence of corrective works completed and final response letter.

Workforce Communication: The importance of immediate internal escalation and the non-conformance procedure are communicated clearly to the workforce during training and site inductions.

Stage 2: Escalation to the Scheme Provider (TrustMark)

If the customer remains dissatisfied following Retroserve's final response, they may escalate the complaint to the TrustMark Scheme Provider, **Simply Certification Limited**.

- **Trigger Points:** Escalation can occur if the customer:
 1. Has received Retroserve's final response but remains unsatisfied.
 2. **Twelve (12) weeks** have elapsed since the initial complaint was made, and the matter has not been resolved.
- **Provider Investigation:** The Scheme Provider has an additional **30 days** to investigate the dispute and attempt to resolve it directly with the customer. Where necessary, TrustMark may commission an independent site visit or survey, which Retroserve is mandated to cooperate fully with.

Stage 3: Alternative Dispute Resolution (ADR) - Dispute Resolution Ombudsman (DRO)

If the dispute remains unresolved after Stage 2, the customer can refer the case to the **Dispute Resolution Ombudsman (DRO)**, which is the final stage of the TrustMark resolution process.

- **Eligibility:** The complaint must be referred to the DRO **within 12 months** of receiving Retroserve's (the Registered Business's) final response letter.
- **Resolution:** The DRO acts as an impartial third party to resolve the dispute, provided the complaint has not already been dealt with by a court or other binding tribunal.

Record Retention: Retroserve maintains a robust system for keeping complaint records compliant with data protection laws for at least six years or the duration of any guarantees, whichever is longer.