



Complaints Policy

We would seek to address and resolve any initial complaint by telephone, email or in person. If you are unhappy with this we would ask you to put the complaint in writing. We will then acknowledge your complaint in writing within 7 days, and we will offer a resolution within 21 days.

If you are dissatisfied with our offer to resolve the matter, the complaint will be escalated to the Accreditation Scheme. Please be aware that you can escalate your complaint to the scheme at any time and you are at no time deprived of your legal rights. Complaints that are escalated to the Scheme are logged by the Scheme and dealt with in accordance with the complaints procedure set out in the Scheme Document and the Scheme Complaints Procedure.

We will notify the Accreditation Scheme of all complaints we receive with full details. We will also keep a history of each complaint which will be made available to the scheme on request.

Unresolved complaints will be referred to an Independent Panel for resolution, the Independent Panel will consist of three members of BRE Global Ltd who:

- have not been directly involved in the process and
- have no direct interest in the decision.

The Independent Panel decision is binding on the Energy Assessor, but not to the complainant, who is still entitled to their legal rights.

These procedures should be accessible and available at no cost at the point of access to customers and, where appropriate, we will provide effective redress.

Our contact Details:-

Pegasus Land & Energy
3 East Street
Market Harborough
LEICS
LE16 9AE

Tel: 07747568695

Contact details of our accrediting body:-

BRE Accreditation Scheme
BRE Global,
Bucknalls Lane,
Garston,
Hertfordshire
WD25 9XX

Tel: 0845 8630014



Non-Domestic Energy Assessors Certification Scheme
Certificate Number BRE400215

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