

	Main aim ; Customers are protected while using the service of a TPI
Core Criteria we will be discussing	Ofgem
<p>Complaints Handling and Redress</p> <p>4. Complaints Handling</p> <p>a) To make sure that complaints from consumers are dealt with quickly and effectively.</p> <p>b) To ensure code members provide the same level of co-operation to an intermediary who acts on behalf of a complainant as they would offer to the complainant him/herself.</p> <p>c) To make sure that in the case of complaints that are not resolved by the code member's own complaints procedure, there is the opportunity to resolve them through conciliation.</p> <p>d) To make sure that if a complaint has failed to be resolved by the conciliation service, an independent redress scheme is readily available for consumers to use.</p>	<p><i>It is each signatory's responsibility to ensure that when a complaint is raised by the consumer:</i></p> <ol style="list-style-type: none"> 1. <i>If the customer expresses any signs of dissatisfaction, this should be recorded as a complaint.</i> 2. <i>They are recorded and resolved as quickly and effectively as possible.</i> 3. <i>They will always record the initial consumer complaint reason and then determine the appropriate route for the complaint to be resolved effectively.]</i> 4. <i>The consumer is always able to contact the signatory easily.</i> <p><i>If the consumer complaint relates to a procedure which is supplier related;</i></p> <p>a) <i>The signatory should always ensure that the complaint details are passed to the supplier in a timely manner and in plain and intelligible language.</i></p> <p><i>If the complaint relates to a procedure which is signatory related;</i></p> <ol style="list-style-type: none"> a) <i>The signatory should have an internal complaints procedure</i> b) <i>the signatory should follow their internal complaints handling procedures to ensure the complaint is resolved to the consumers satisfaction.</i> c) <i>If the consumer complaint is not resolved to the consumers satisfaction by the signatory, they must supply the consumer with information to help them seek independent advice.</i> d) <i>If the complaint has failed to be resolved following the above 2 steps, the signatory must ensure that the customer is aware of the opportunity to resolve the complaint via applicable routes. For example ; Small claims court.</i>