

# Complaints Procedure

This Complaints Procedure document outlines the process for internal and external complaints which include those relating to membership and training.

## 1. Internal complaints

### Introduction

This Procedure covers the policy content and handling of any complaint related to a LRWA Member which has not been immediately addressed by the LRWA team. LRWA expects high standards of professionalism from all our members as set out in our Code of Conduct. Occasionally a member may breach this Code.

### Definition of Complaint

Any notification received by LRWA from a member concerning any actions by another LRWA member that contravene the LRWA Code of Conduct, Membership Criteria or Articles of Association

### Responsibility

The person responsible for LRWA membership receives detail of the complaint and takes the necessary action to investigate and resolve. The CEO receives all appeals and escalated complaints and takes the necessary action to investigate and resolve.

### How to make a complaint

Any member Company wishing to make a complaint against another Company of the Association must state in writing the specific item of the LRWA Code of Conduct, Membership Criteria or Articles of Association to which it applies and submit this to the CEO.

The complaint must be investigated by a hearing convened by the CEO within three weeks of the complaint; this may include meeting with the Company to whom the complaint is directed. Either party to the complaint is entitled to oppose the co-option of other Companies to the hearing panel.

The recommendation of the CEO shall be referred to the LRWA board for endorsement.

## 2. External complaints – membership

### Introduction

This Procedure covers the policy content and handling of any complaint related to a LRWA Member which has not been immediately addressed by the LRWA team. LRWA expects high standards of professionalism from all our members as set out in our Code of Conduct. Occasionally a member may breach this Code. It is important to note that LRWA is a voluntary membership body, not a government regulator. As such we only have authority over our members in relation to their membership with us. We have no authority to issue fines, compel a member to complete a project or prevent a member from trading.

### Definition of Complaint

Any notification received by LRWA concerning products or services of any LRWA member that breaches the relevant LRWA Code of Conduct.

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### Responsibility

The person responsible for LRWA membership receives detail of the complaint and takes the necessary action to investigate and resolve. The CEO receives all appeals and escalated complaints and takes the necessary action to investigate and resolve.

### Making a complaint

All LRWA members are required to have their own Customer Complaints procedure. We therefore encourage customers who have concerns regarding the quality of product or services supplied by LRWA members, to initially contact the member to express their concerns and agree a resolution.

LRWA can help customers who have a dispute with a LRWA member company by providing a free service whereby we will endeavour to reconcile a dissatisfied consumer with the member company.

All complaints must be submitted in writing under confidential cover, addressed to the CEO and emailed to [info@LRWA.co.uk](mailto:info@LRWA.co.uk)

The LRWA monitors the conduct of its members and members are expected to adhere to the LRWA's Code of Conduct. We can, if appropriate, refer the Member's conduct to the LRWA Board for consideration for breaches of our Code of Conduct. This is an internal matter between the LRWA and its member. Please note that LRWA will only liaise with ONE main contact regarding any dispute.

Upon receipt of a complaint, LRWA will pass the relevant details from your form to our Member for response. On receipt of this response the LRWA CEO will investigate the matter and aim for resolution between the two parties.

If no resolution can be achieved, LRWA can refer the parties to consider independent adjudication.

It is important to note the following:

- LRWA is unable to assist if the company has ceased to be a member of LRWA
- LRWA is not responsible for paying compensation or making a financial award
- LRWA cannot become involved if either party has commenced legal proceedings or employed/involved a third party to resolve the dispute for example a Solicitor, Trading Standards or another trade body.
- LRWA cannot assist where the work in question has been carried out more than 4 years ago or if the work in question has been carried out outside of the UK

## 3. External complaints – training

### Introduction

This Procedure covers the policy content and handling of any complaint related to LRWA Training schemes, which have not been immediately addressed by the team or person directly responsible.

LRWA offers training courses and assessment services leading to national vocational qualifications (NVQ) and achievement certificates. All LRWA trainers and assessors are independent, but all hold the relevant training and assessing qualifications or are actively working towards them. LRWA offers a specialist applied-skills training programme and works with and provides support for any stakeholder organisation or individual working in the liquid roofing and waterproofing sector.

Its principal objectives are to maintain, enhance and promote improvements in liquid roofing and waterproofing specification, installation and maintenance and provide service levels that will assist its customers and partner organisations to achieve the same.

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As part of their commitment to achieving this aim, all LRWA Training staff are committed to ensuring that customers are provided with the best possible information, services and products.

LRWA Training is dedicated to meeting all customer expectations and to monitoring and evaluating performance against the stated standards. However, it is recognised that there may be occasions when service levels do not meet expectations, and complaints may subsequently be made against the LRWA Training by:

- a trainer/member
- a candidate
- a third party.

### **Definition of Complaint**

Any notification received by LRWA Training concerning a level of dissatisfaction with any LRWA training product or service or associated product or service, for example, the conduct of a LRWA Training centre or trainer, which has not been immediately addressed by the team or person directly responsible.

### **Responsibility**

The person responsible for LRWA training initially receives detail of the complaint and takes the necessary action to investigate and resolve. The CEO receives all appeals and escalated complaints and takes the necessary action to investigate and resolve.

### **Making a complaint**

In these instances, all complaints must be submitted in writing under confidential cover, addressed to the CEO and emailed to [info@LRWA.co.uk](mailto:info@LRWA.co.uk)

All complainants must ensure that they provide a clear explanation of the basis of the complaint and clarification of the relationship if any, between the complainant and the party concerned.

Upon receipt of the complaint, the person responsible for training shall, at his/her discretion, consult with the complainant and any other relevant parties.

If the person responsible for training, then concludes that the complaint could be justifiable, he/she may formally notify the party concerned in writing.

All other relevant parties will also receive appropriate details in writing concerning the complaint and will be expected to provide a written response.

All written responses should be submitted within a time period of no longer than 28 days.

When all the responses received have been given due consideration and the person responsible for training concludes by this stage that the complaint is justifiable, he/she shall so advise the complainant and will formally notify the party concerned in writing of the decision taken by LRWA. If deemed appropriate, the person responsible for training will also provide feedback to the other relevant parties.

However, should the person responsible for training conclude, at this stage, that the complaint is not justified, he/she shall so advise the complainant and, if deemed appropriate, the party concerned, in writing.

The complainant may appeal this decision by writing directly to the CEO (on behalf of LRWA Training). This 'appeal' process will be informed solely by the written representations from the complainant/other relevant parties already submitted to the person responsible for training.

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Should the CEO consider that a legitimate case has been made, the person responsible for training will, in addition to informing the other relevant parties, formally notify the party concerned in writing of the final decision taken by LRWA.

The decision of the CEO shall be final and binding, and there shall be no obligation to provide a written explanation for the decision taken.

Opportunities available to successful complainants may include the refunding of any unnecessary expenditure incurred as a result of a below-standard service level.

LRWA will always strive to protect the anonymity of the complainant.

Copies of all documents pertaining to complaints should be retained by the centre for 3 years.

### **Persistent and vexatious correspondence**

LRWA Training is committed to carrying out thorough, fair and impartial investigations of all complaints.

While LRWA Training acknowledges that persons issuing complaints usually do so in a respectful, reasonable and constructive way. However, should LRWA Training receive unduly persistent or vexatious correspondence regarding a complaint the issue will be reported to the LRWA CEO who will then discuss the situation with the individual concerned.

Following this discussion and the agreed action, if there is subsequently no change in the complainant's manner of communication, LRWA reserves the right to cease correspondence. This decision may also impact on LRWA Training centre or trainer registration status. In all instances, the regulatory authorities will be informed of the LRWA decision.