



Installation Assurance Authority Complaints Procedure

This procedure is designed to help members of the Public who have a complaint about the workmanship or service provided by the IAA or an IAA registered business. Details of currently registered businesses can be found on the website at www.theiaa.co.uk. Complaints about the IAA from registered or certified businesses are covered under the relevant dispute resolution provisions.

All members of the Scheme must adhere to the Terms and Conditions of the IAA, which include specific provisions in relation to handling complaints and in relation to complaints under the IAA Guarantee. These provide that complaints must be responded to within 1 month.

How To Complain

In order to make a complaint to the IAA write to: The Installation Assurance Authority Ltd, 3, Ouzel Industrial Estate, Grovebury Road, Leighton Buzzard, LU7 4ER.

Email: concerns@theiaa.co.uk

Telephone: 03333 239045

Complaints should clearly specify the nature of the complaint and include photographs, copies of any existing correspondence etc., your full contact details including email if available and name and registration number of the IAA registered business involved. All complaints are treated in confidence, although details may be passed to the manufacturer or System Designer for further investigation. All complaints are logged immediately on receipt, and an acknowledgement sent.

If you require help in making a complaint, then you may instruct anyone you choose to act on your behalf.

Complaints Handling

Depending on the nature of the complaint, the IAA will initially direct this to the IAA registered business involved to give them the opportunity to rectify the situation, or, where the member is no longer trading to the supplying System Designer.

The installer or system designer or IAA as the case may be will then investigate and report their findings within one-month, detailing findings from the inspection, digital images, if necessary, conclusion and recommendations.

Where remedial works are recommended then these will be arranged by the Installer, or the IAA as appropriate and regular updates will be provided.

Where the installer has been unable to resolve a complaint to the customer's satisfaction an IAA Technical Inspector may investigate, report findings and offer a conclusion together with any advice to the customer.

Redress

In the event of complaints that involve workmanship or materials then these are covered by the independent IAA Guarantee that is provided for installations. Details on how to submit a claim under the Guarantee are contained within the IAA Guarantee Certificate.

Performance

The IAA is committed to ensuring that any complaints are handled in an efficient timely manner. Therefore, the Certification Committee is regularly provided with details of performance in resolving complaints and timelines.