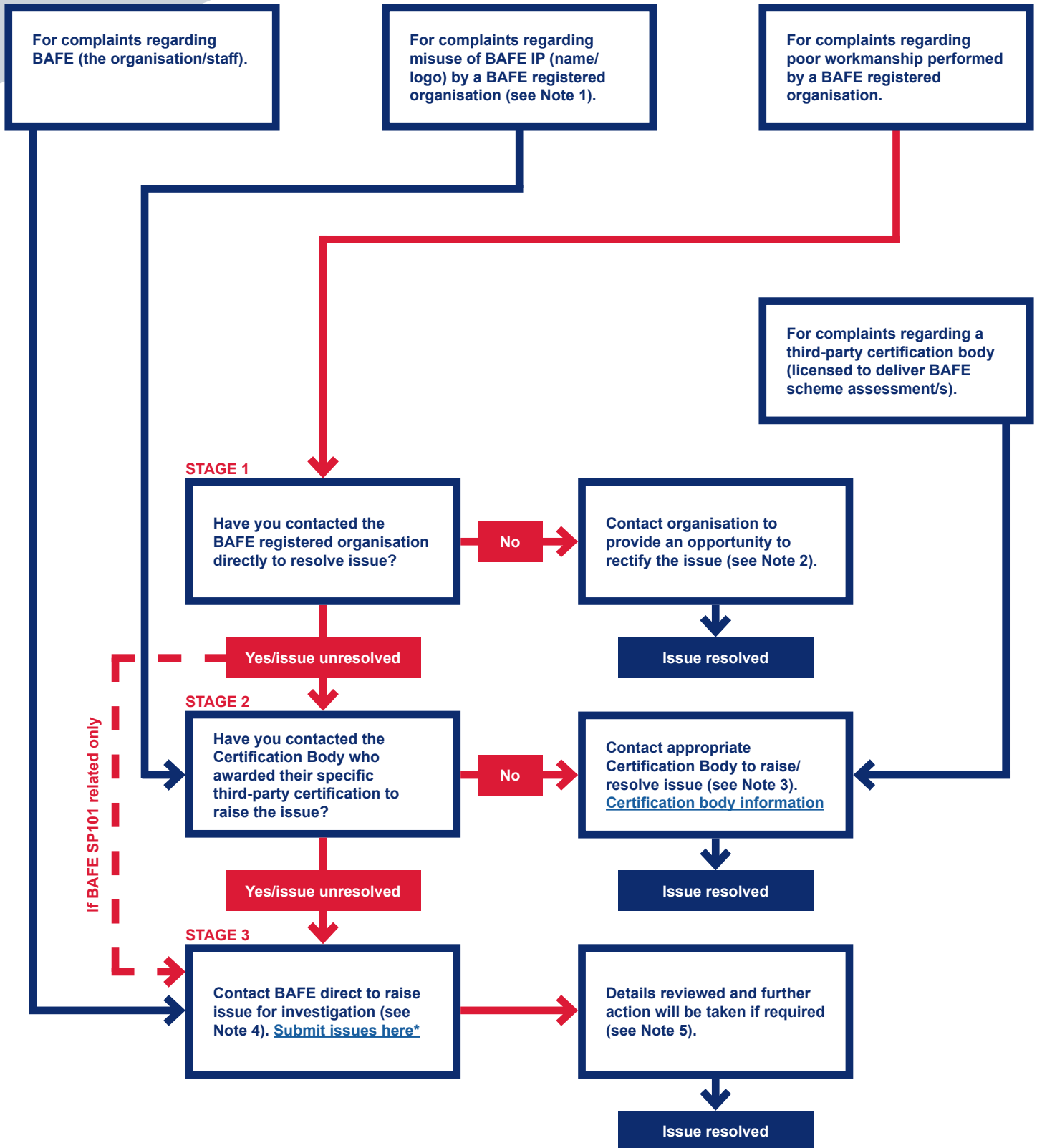
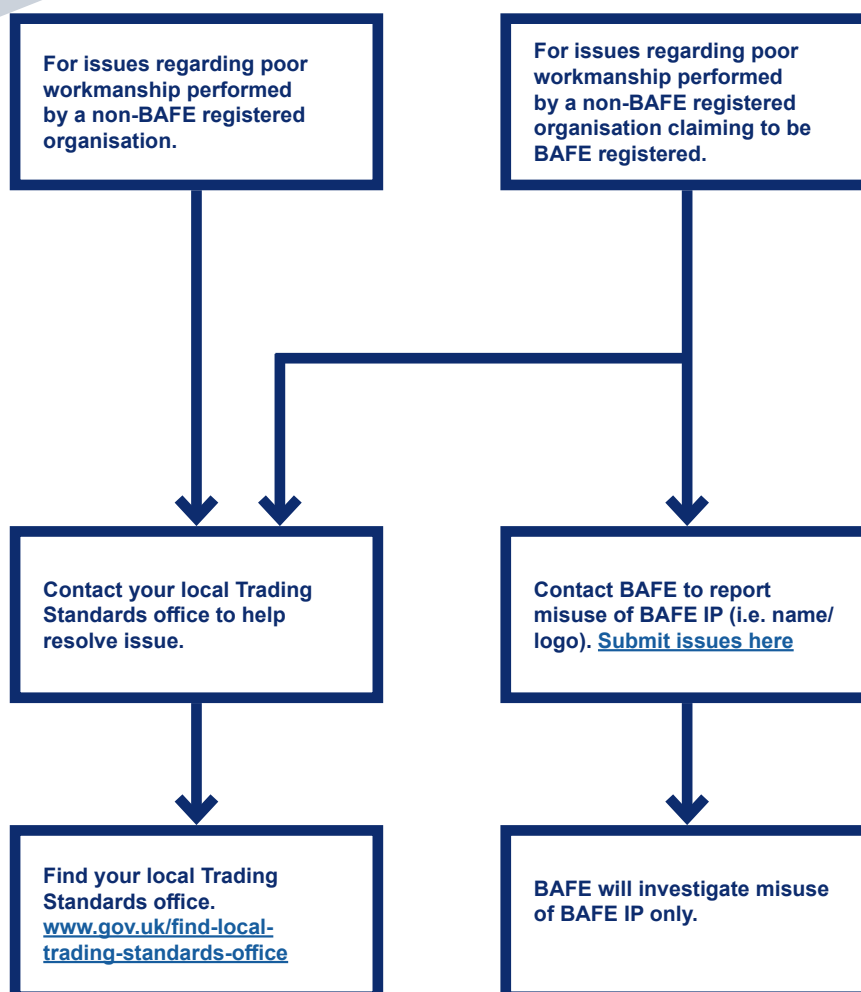


# Complaint resolution process



All notes can be found on page 2 of this document. Please refer to these prior to contacting BAFE.

*\*Reporting any issues regarding a BAFE registered organisation or Certification Body licensed by BAFE must be able to evidence avenues documented in the complaints resolution process have been fully exhausted to rectify the issue prior to contacting BAFE (depending on the nature of complaint). If this is not evidenced, this may result in the complaint being rejected.*



## Notes

**Note 1:** BAFE registered organisations must responsibly promote their specific third-party certification/BAFE registration held as part of the BAFE competency scheme criteria. The use of BAFE logos and brand is part of the third-party certification criteria and issues should be logged with the appropriate certification body to investigate prior to raising issues with BAFE directly. For non-registered organisations misusing BAFE IP, please follow the **non-registered organisation process** (also featured in this document).

**Note 2:** BAFE registered organisations must be given an opportunity and suitable time to rectify issues/deal with complaints under their specific BAFE scheme third-party certification and assessed management systems. If this is not achieved, please continue to stage 2 (or bypass stage 2 for any issues regarding BAFE SP101 registered organisations only).

**Note 3:** Certification bodies at this stage must be allowed time to review/investigate within their set timescales prior to moving to next stage (stage 3). Complaints against BAFE registered organisations who carried out work must hold appropriate third-party certification to a BAFE scheme to raise an issue at this stage. BAFE registered organisations that feature on the BAFE Fire Safety Register online will clearly state which Certification Body awarded their relevant third-party certification. BAFE Head Office can assist in sourcing this information if required. **For complaints about the Certification Body (relating to BAFE activity) and cannot be resolved, please contact BAFE with this information for review.**

**Note 4:** Complaints at this stage regarding any issues with the BAFE registered organisation or Certification Body must be able to evidence avenues to rectify issue have been fully exhausted with the BAFE registered organisation and/or the appropriate Certification Body (depending on the nature of complaint). If this is not evidenced, this may result in the complaint being rejected. For direct complaints about BAFE (the organisation/staff etc), issues will be reviewed and logged/investigated where appropriate.

**Note 5:** For complaints against BAFE registered organisations (e.g. poor workmanship) and a resolution has not been determined by this stage of escalation, this could result in suspension or termination of their BAFE registration to the appropriate scope (or all scopes depending on the severity of complaint).

**BAFE Fire Safety Register aim to deliver a quality service in providing avenues to evidence competency within the fire safety arena. This Code of Conduct requests the same levels of dignity and respect to be given to BAFE staff that we will provide to yourself when discussing potential issues.**

## **BAFE staff will:**

- Discuss matters in a professional and respectful manner.
- Review/investigate issues raised in accordance with our procedures.
- Provide appropriate signposting/assistance where possible.
- Remain impartial throughout.

## **BAFE expect:**

- Complaints to be appropriately raised in accordance with the Complaint Resolution Process.
- Respectful treatment of BAFE staff (and any external contracted people representing BAFE).
- Time allowed to investigate any issues (where appropriate).
- Honest depictions of any issues raised (i.e. no fabrication of any details/withholding information).
- Full cooperation to resolve issues.
- Understanding that issues may fall outside of BAFE scheme scope or BAFE's remit and authority (where possible, BAFE will provide appropriate assistance).
- People to respect individual/personal social media accounts of BAFE staff (i.e. not contacting or tagging members of BAFE staff). Only BAFE (the organisation) should be contacted following the Complaint Resolution Process.
- You will respect the outcome of BAFE's final decision on matters raised.

## **Additional information**

BAFE will investigate complaints raised by telephone/anonymous whistleblowing disclosures; however, it may not always be possible to investigate or substantiate these. BAFE will consider each disclosure of information sensitively and carefully to decide upon an appropriate response. BAFE may share information received with third parties, in the disclosure where we consider it necessary to do so.

Complaints will not be accepted via social media channels used by BAFE. These are not always monitored and therefore BAFE requests all complaint information to be communicated in writing, via online form (preferred/see flow chart), email, or letter. This ensures issues raised are documented and addressed suitably. Individual/personal social media accounts should not be targeted irrespective of their position within the organisation.

Multiple public posts on social media condemning BAFE (and not submitting a complaint providing both evidence and the opportunity for BAFE to investigate the matter) may be considered vexatious behaviour/defamation of the BAFE brand and further action could be taken to address this.

BAFE will not be able to comment or investigate a complaint file further where actions have already taken this to litigation.

BAFE cannot help develop a complaint where you have not allowed the contractor to rectify issues (following the complaint resolution process).

BAFE will not get involved or be able to help with any commercial matters (e.g. invoices, quotes, credits, pricing).