

CONSUMER CHARTER GUIDE



This guide is designed to help you navigate your way through any potential questions or issues you may experience throughout your guarantee period. The table below details who to contact depending on your query.

What is your query?	Who do you contact?
I haven't received my Insurance Backed Guarantee .	Please contact the Insurance Provider who the installer has said your installation is registered with.
I haven't received my building regulations certificate of compliance.	Please contact the installer in the first instance. If you are unsatisfied with their response then please contact the installer's: <ul style="list-style-type: none"> • Certification Body or Competent Person Scheme who should have a record of your installation if it's registered; OR • ADR Provider or Consumer Code if you are not satisfied.
I haven't received a confirmation from my local Distribution Network Operator (DNO).	Please contact the installer in the first instance. If you are unsatisfied with their response then please contact the installer's ADR Provider or Consumer Code .
I have a problem with my installation.	Please contact the installer in the first instance. If you are unsatisfied with their response then please contact the installer's: <ul style="list-style-type: none"> • Certification Body or Competent Person Scheme if it's a technical installation problem; • ADR Provider or Consumer Code if the installer is not dealing with your query; OR • the Manufacturer if it's to do with the product not functioning.
I have a problem with the conduct of the installer.	Please contact the installer's Consumer Code or ADR Provider .
I believe I have been mis-sold.	Please contact the installer's Consumer Code or ADR Provider . If your installer is a member of the Energy Performance Validation Scheme (EPVS) then they will independently review your complaint (if your installation is registered).
My installer has ceased to trade and I have a problem with the installation.	Please contact the Insurance Provider named on your Insurance Backed Guarantee certificate.
I have a dispute with the installer.	Please contact the installer's Consumer Code or ADR Provider .

Of course we recognise that if you have used a Flexi-Orb member then we are on hand to help.

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Organisation Checklist

We acknowledge that by using terms such as Certification Body, Consumer Code, ADR Provider etc., you may not necessarily know which organisation does what. Therefore, we have provided you a list of the organisations and the category they fit in. Hopefully, this will help you identify which organisation(s) your installer has an association with.

Certification Body / Competent Person Scheme

BLUE FLAME
CERTIFICATION T: 0845 194 90 31
W: blueflamecertification.com

ELECSA T: 0333 321 8220
W: elecsa.co.uk

GAS SAFE
REGISTER T: 0800 408 5500
W: gassaferegister.co.uk

NAPIT T: 0345 543 0330
W: napit.org.uk

NICEIC T: 0333 015 6625
W: niceic.com

STROMA T: 0345 250 4533
W: stromainstaller.co.uk

ADR Provider

FLEXI-ORB T: 0330 335 3382
W: flexi-orb.com

HIES T: 0344 324 5242
W: hiesscheme.org.uk

QASSS T: 0330 335 3354
W: qasss.co.uk

RECC T: 0207 981 0850
W: recc.org.uk

THE MOTOR
OMBUDSMAN T: 0345 241 3008
W: themotorombudsman.org

EPVS & Consumer Code

EPVS T: 0330 052 5036
W: epvs.co.uk

GGF T: 0207 939 9100
W: ggf.org.uk

HIES T: 0344 324 5242
W: hiesscheme.org.uk

RECC T: 0207 981 0850
W: recc.org.uk

THE MOTOR
OMBUDSMAN T: 0345 241 3008
W: themotorombudsman.org

Insurance Provider

CONSUMER
PROTECTION
ASSOCIATION T: 01462 850064
W: thecpa.co.uk

GDGC T: 0345 340 0523
W: gdgc.co.uk

HIES T: 0344 324 5242
W: hiesscheme.org.uk

HIP T: 01604 654156
W: hip.insure

IWA T: 01604 654150
W: iwa.biz

QANW T: 01292 268020
W: qanw.co.uk