



Customer Complaints Procedure Regarding an Installation Issue

1. All complaints should initially be addressed to the installation company who undertook the work, in writing along with a copy of the relevant guarantee, to try and resolve the complaint to your satisfaction. You must give the installation company 14 days from your communication to respond.
2. Following the 14 days, if you have not received a response or remain dissatisfied, you should register your concern online at <https://members.inveka.co.uk/in/concerns.nsf/concern>. Please include copies of all correspondence from you and your installation company.
3. Independent Network will liaise with the installation company to establish an agreed course of action.
4. Should you request a site visit by Independent Network, there will be a charge of £500. We shall investigate, and in cases where members appear to be failing to comply with industry codes of practice and guidelines, propose a plan of action. In the event we uphold your complaint, you shall be refunded the attendance fee.