

GAS SAFE REGISTER

Customer Charter

June 2024

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1. Our Mission

Keeping people 'Gas Safe'

Gas Safe Register is the registration body appointed by the Health and Safety Executive (HSE) to manage the gas safety register in the United Kingdom, Isle of Man and Guernsey, and the Health and Safety Inspectorate (HSI) in Jersey. Our primary purpose is protecting the public from unsafe gas work. We do this by holding the Register, on behalf of HSE/HSI, of those who are competent and qualified to work on gas. The Gas Safe Register is the only official Register for gas businesses.

We are dedicated to providing a high level of service and committed to improving customer service and standards.

We constantly seek to improve the quality of the service we provide. This Customer Charter will help you understand what we do, how we do things and when we will do them.

1.1 What we do

- Operate the official list of gas businesses and qualified gas engineers that work for those businesses, as required by law, to ensure only those qualified engineers are licensed to legally work on gas.
- Undertake monitoring inspections of businesses on the Gas Safe Register to ensure they are applying gas competence.
- Investigate gas safety concerns following gas work carried out by registered businesses/engineers for compliance with local regulations.
- Apply a Sanctions policy where instances of unsafe work or breaches of rules of registration are identified and substantiated.
- Investigate reports of illegal gas work carried out by un-registered businesses or gas fitters and report our findings to the relevant enforcement body. To view prosecutions of illegal gas work please visit the relevant enforcement bodies [website](#).
- Undertake consumer campaigns to raise the awareness of gas safety issues such as carbon monoxide (CO) production through incorrect gas equipment maintenance or installation and the dangers of using illegal/unqualified engineers not on the Gas Safe Register. We also co-ordinate the annual industry wide [Gas Safety Week](#).
- Provide a facility for registered businesses to self-certify (notify) that the installations of heat producing gas appliances and the hot water and heating systems they serve are compliant with the Building Regulations in England, Wales, and in Jersey

1.2 What we don't do

- Recommend one registered business/engineer over another one.
- Employ any Gas Safe registered businesses or engineers on the Gas Safe Register that you may employ to carry out gas work.
- Investigate, inspect, or deal with matters which fall outside our remit, such as: financial, contractual, or commercial disputes.
- Apply sanctions or attribute defects against registered businesses or engineers disproportionately or without sufficient validated evidence.
- Undertake checks on registered engineers outside of the normal work monitoring inspections, other than those relating directly to prosecutions or convictions (pending or suspended) related to matters covered under the Rules of Registration.
- Check public liability and indemnity insurances for registered businesses/engineers.
- Undertake criminal record checks on registered engineers.
- Arbitrate on disputes between registered businesses and their customers.
- Determine or establish that a Statutory Nuisance exists in relation to the discharge of products of combustion from gas appliance flue outlets.

2. Our Values

In providing our services we value:

- Meeting the needs of registered businesses and gas consumers.
- The professionalism of our staff.
- Effective communication, including accepting and acting on your feedback on our services where appropriate.
- Our integrity, approachability, and transparency.
- Providing consistent and clear information across our communication channels.

3. Our Commitment to You

We will deal with you in a fair, open, and transparent way.

- Our staff will be polite, helpful, and professional .
- Our staff will treat you and your property with respect.
- We will communicate clearly and without jargon (although sometimes we may need to provide technical information on reports).
- If we are unable to help you, we will honestly and clearly explain why.

- We will listen to what you have to say.
- Our staff will give you their name and the name of the service you are calling.
- We will offer to call you back when we cannot respond to your query immediately.
- If the service you call is not the appropriate service to help with your enquiry, we will make sure we put you in touch with the appropriate service and, where appropriate, direct you to other organisations that may be able to help.
- Our Inspectors will introduce themselves and show identification if they visit your property.
- If we get things wrong and we will acknowledge the failure and do our best to put things right.
- We will be open and transparent about our procedures.

We will deal with your correspondence and requests in a prompt and professional manner. This list gives some examples of what you can expect:

- Our operating hours are between 8.00am - 6.00pm Monday - Friday and 8.30am and 12.30pm on Saturdays (excluding UK Public Holidays)
- Our automated telephone and web services are available 24 hours.
- Calls will be answered promptly and politely.
- General enquiries should be emailed to enquiries@gassaferegister.co.uk
- Field based staff work remotely and will respond to telecoms and email by the end of the next business day.
- Correspondence and emails will be responded to within 5 business days.
- Gas safety concerns about gas work carried out by registered and unregistered businesses are evaluated and where appropriate, appointments are normally booked within 10 business days.
- Complaints against Gas Safe Register's service will be acknowledged within 3 business days and responded to within 5 business days.

From time to time, we need to handle personal information about you so that we can provide services for you. We will take every precaution to protect your personal data and will:

- Make sure you know why we need it.
- Only ask for what we need and not collect too much or irrelevant information.
- Have systems in place to protect your personal data and make sure nobody has access to it who shouldn't.

- Let you know if we share it with other organisations.
- Make sure we don't keep it longer than necessary.
- Not make your personal information available for commercial use.
- Provide access to your personal information if you request it.

Further guidance on the type of information we capture and how we use it can be found in our Privacy Policy, a copy of which is available on our website <https://www.gassaferegister.co.uk/who-we-are/our-policies/>

We aim to provide a high level of service to all our customers, but sometimes things can go wrong, or we may be unable to meet your expectations. If this happens, we want to know so we can endeavour to improve our processes and service. Therefore, you can:

- Provide feedback to enable us to improve our service. If you have a suggestion that you would like us to consider, please let us know by email, addressing any written correspondence for the attention of the Business Improvements Team.
- Call us to discuss the issue and if a resolution cannot be attained; make a formal complaint. Information about how we operate and how to make a complaint is available at the following web page: <https://www.gassaferegister.co.uk/who-we-are/our-policies/>

4. Our Expectations

Whilst we accept there are times when those in contact with us may feel angry or frustrated with the situation they are faced with, regardless of the circumstances, we do not consider it acceptable when aggressive, abusive, or offensive language or behaviour is directed towards our staff. Gas Safe Register has a zero-tolerance position on violence and threats against our staff and this behaviour will be reported.

Examples of this behaviour include but are not limited to:

- Threats of or actual physical violence.
- Verbal abuse/swearing and use of offensive language.
- Inappropriate cultural, racial, or religious references.
- Rudeness, including derogatory remarks.
- Inflammatory statements.
- Raising unsubstantiated allegations.

For understanding - our overarching concern is gas safety. Therefore, there may be occasions when we are presented with a safety concern that takes priority over more

routine work. When this happens, we may need to rearrange an appointment. Where possible we will explain why, to help you understand our priorities.

5. Unreasonable Requests and Communications

On occasions, our customers may make unreasonable demands through the amount of information they seek, the nature and scale of service they expect or the number of approaches they make. Some of our customers may not accept that Gas Safe Register is unable to assist beyond the level of service already provided or beyond our prescribed remit.

We will do our best to respond positively and make decisions on a case-by-case basis, but there may be times we have to reluctantly refuse requests.

What amounts to unreasonable behaviour or demands will depend on the circumstances surrounding the behaviour and the seriousness of the issues raised.

Examples of this behaviour include, but are not limited to:

- Demanding responses in unreasonable timescales.
- Repeatedly contacting or insisting on speaking with certain members of staff or members of staff not directly dealing with the matter.
- Excessive telephone calls, emails, or letters.
- Sending duplicate correspondence requiring a response by more than one member of staff.
- Persistent refusal to accept a decision and / or explanation.
- Unannounced and unplanned arrival to site without an appointment demanding to see a member of staff.
- Continuing to contact Gas Safe Register without presenting new and relevant information.
- Goading or provoking a Gas Safe Register representative.

Where a customer continues to communicate in an unacceptable manner, Gas Safe Register may exercise its right to restrict the customer's contact with the Register. For example, contact may be restricted to email correspondence only and /or contact may be restricted to a particular person or email address.

6. How to Contact Us

The quickest way to contact us is to call our customer services team direct on 0800 408 5500 but you can also contact us by letter or email, if you prefer.

You can also use Gas Safe Register's website which is full of information about the services we provide and holds a wealth of information about gas safety.

If you have any concerns about any gas work you have had carried out, you can log a concern via the website.

Telephone: 0800 408 5500

Email: enquiries@gassaferegister.co.uk

Website: www.gassaferegister.co.uk

Address: Gas Safe Register

PO Box 631
Darlington
DL1 9GD

7. Accessibility

If for the purpose of accessibility, you require any assistance when communicating with us please let us know so that reasonable adjustments can be made to aid your communication or improve access to our services.