

GAS SAFE REGISTER

Customer Charter

August 2021

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V6.2



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As the Register responds to the ongoing Covid-19 outbreak, the health and safety of our employees and customers remains our top priority. The work we undertake is critical supporting registered businesses and consumers with the services we provide. As a responsible business and in line with government advice we have reviewed our policies until the Covid-19 situation allows us to resume normal working practices.

This policy covers GRS's Customer Charter during the Covid-19 Outbreak. Further advice and guidance relating to the Register's activities during this period can be located on our website

<https://www.gassaferegister.co.uk/help-and-advice/covid-19-advice-and-guidance/>

## 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 Great Britain - it also operates in Northern Ireland, Isle of Man and Guernsey. Our primary purpose is protecting the public from unsafe gas work. We do this by holding the Register, on behalf of HSE, 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 UK 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 all 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 the Gas Safety (Installation and Use) Regulations 1998 and, where applicable, the technical specifications required to meet the Building Regulations in England and in Wales.

- Apply a Sanctions policy where instances of unsafe work or breaches of rules of registration are identified.
- Investigate reports of illegal gas work carried out by un-registered businesses or gas fitters and report our findings to the Health and Safety Executive (HSE). To view these prosecutions please visit the [HSE website](#).
- Undertake consumer campaigns to raise the awareness of gas safety issues such as carbon monoxide (CO) and the dangers of using illegal 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 and in Wales.

## **1.2 What we don't do**

- Do not have the authority or ability to recommend one registered engineer over another one.
- Do not employ the Gas Safe registered businesses or engineers on the Gas Safe Register.
- Do not investigate, inspect, or deal with matters which fall outside our remit, such as: financial, contractual, or commercial disputes.
- Do not enforce the completion of gas defects by a business or engineer on the Gas Safe Register where a consumer will not allow the registered business/engineer back into the property to undertake the remedial work(s).
- Do not apply sanctions or defects against registered businesses or engineers disproportionately or without sufficient validated evidence.
- Do not 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 gas safety matters.
- Do not check public liability and indemnity insurances for registered businesses/engineers.
- Do not undertake criminal record checks on registered engineers as this is not a requirement under the Gas Safety (Installation and Use) Regulations 1998.
- Cannot arbitrate on disputes between registered businesses and their customers.
- Do not 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 consumers.
- The professionalism of our staff.
- Effective communication, including accepting your feedback on our services.
- 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 at all times.
- 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 provide 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 7.30am - 7.00pm Monday - Friday and 8.30am and 1.00pm 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](mailto: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

To be treated with respect - we will not tolerate any form of abuse towards our staff.

We accept there are times when those in contact with us may feel angry or frustrated with the situation they are faced with. However, 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.

Address: Gas Safe Register

PO Box 6804  
Basingstoke  
RG24 4NB

Telephone: 0800 408 5500

E-mail: [enquiries@gassaferegister.co.uk](mailto:enquiries@gassaferegister.co.uk)

Website: [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk)

## 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.

## Document Controls

### Document History

Version	Type of Review	Date	Purpose	Author
V0.1 - 0.5	Initial Drafts	25/05/2012	Drafts	Philip Vaughan
V0.6	For approval	16/08/2012	Updated to address HSE comments	Philip Vaughan
V1.0		27/09/2012	Publication	Philip Vaughan
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V6.1	Review	23/03/2020	Annual Review of Policy and Covid-19 Outbreak	SMT / Amanda Hughes
V6.2	Update	30.07.2021	Update to section 3	Amanda Hughes

### Distribution

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HSE	HSE		
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### Reviewers

Name	Organisation	Version
SMT	CGRAS	V6.1
Lisa Robinson	HSE	V6.1
Christine Bridge	HSE	V6.1
Sue Bartley	HSE	V6.1
Jane Mahoney	CGRAS	V6.1
Mark Rolfe	CGRAS	V6.1
Amanda Hughes	CGRAS	V6.2

### Product Approval

Name	Organisation	Version	Date
Mark Rolfe	CGRAS	V6.2	10/08/2021
Sue Bartley	HSE	V6.1	09/02/2021

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