

- Where gas safety defects are identified that concern work carried out by the registered installer we will issue the installer with a requirement to correct gas safety defects within a specified timescale.
- Following our inspection we will issue a report of findings of gas safety issues to both you and the registered installer, or in the case of a non-registered gas installer this will be sent directly to the Health and Safety Executive.
- The main purpose of the Inspector's visit is to ensure gas work has been carried out safely.
- Testing and dismantling of gas appliances may be necessary and will be carried out by the registered gas installer under supervision of the Inspector, or where the installer is not present this may be carried out by the Inspector.

#### Unsafe Installations

- Where it is found that the gas appliance/pipework is unsafe, the Inspector is required to follow the **"Gas Industry Unsafe Situations Procedure"**, and will ask your permission to isolate or disconnect the appliance/pipework. The appliance/pipework will then be suitably labelled and you will be asked to sign a warning notice, a copy of which will be issued to you.



#### Your Rights

- If gas safety faults are identified and the Inspector requires the registered gas installer to carry out any remedial work, you may subsequently decide to refuse entry to the registered gas installer. However in this situation CORGI cannot take further action and does not have the authority to call in third parties to carry out work.
- If gas safety faults are found and remedial work required, the registered gas installer is required to notify CORGI that gas work has been corrected, we will then contact you to ensure that the work has been carried out in accordance with requirements set out by the Inspector.

#### Consumer Information

CORGI recommends that suitably qualified and experienced CORGI registered gas installers carry out servicing; maintenance and Gas Safety Checks, at intervals recommended by gas appliance manufacturers.

We must point out that inspection by CORGI does not constitute a safety check or service, neither does it replace or negate the need for such.

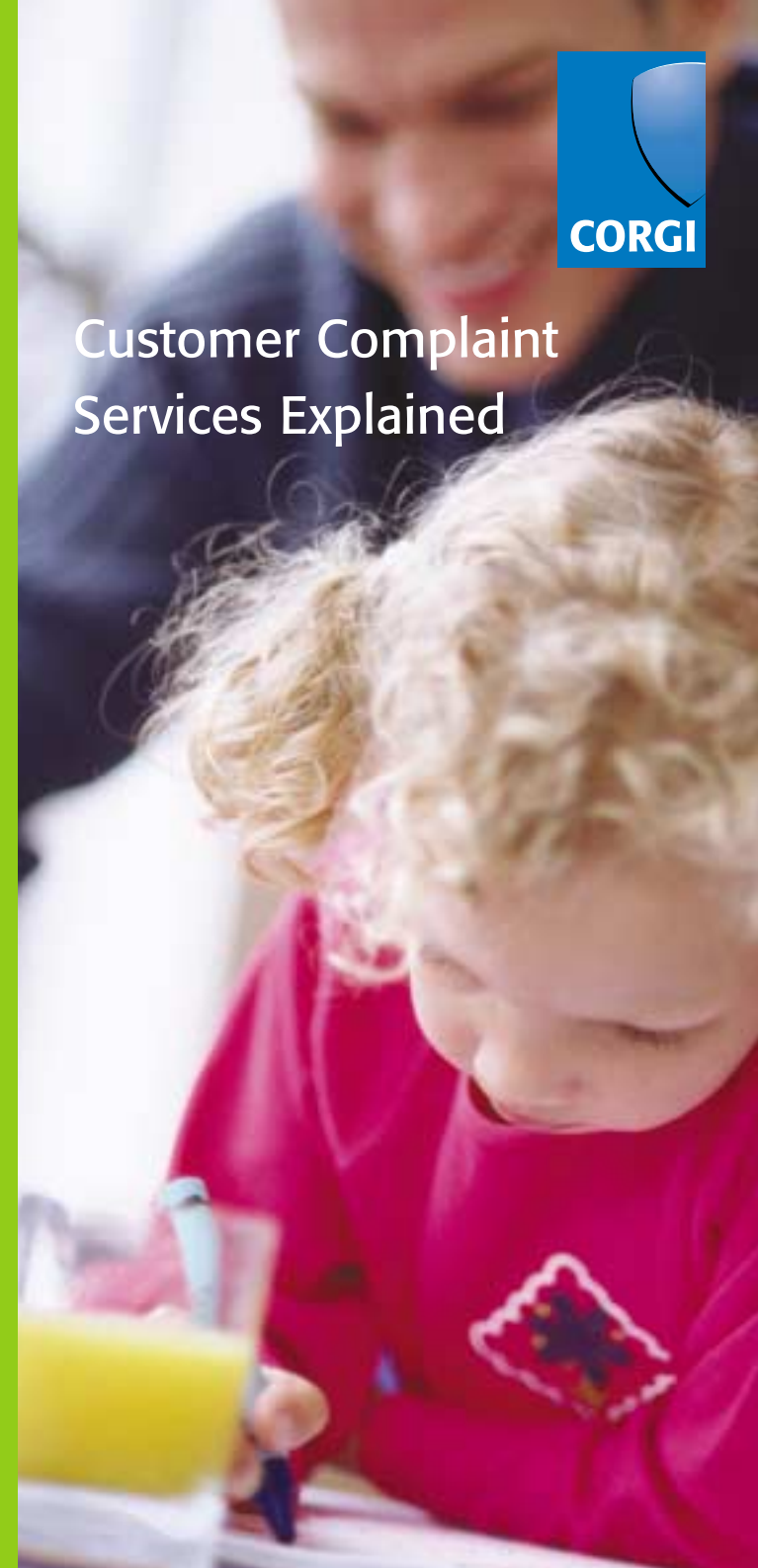
To make a gas safety complaint or talk to CORGI customer services call 01256 372300.

1 Elmwood, Chineham Park  
Crockford Lane, Basingstoke  
Hants. RG24 8WG

CORGI Complaints: 01256 372300  
Reception Tel: 01256 372200  
Fax: 01256 708144



## Customer Complaint Services Explained



CORGI (The Council for Registered Gas Installers) has the responsibility for maintaining a mandatory register of gas installation businesses in Great Britain, Northern Ireland and the Isle of Man. We operate the register of competent gas installers in order to protect the general public from the risk of unsafe gas work. CORGI currently has 44,000 gas installing businesses on the register, employing over 95,000 gas fitting operatives. CORGI works to a tight remit prescribed by the Health and Safety Executive.

### **The Gas (Installation and Use) Regulations**

**1998** require all businesses that carry out gas work to be registered with CORGI.

All CORGI registered businesses are regularly monitored to ensure competence in gas safety. As well as monitoring businesses on the register CORGI will also, as part of its remit:

- Investigate complaints of unsafe gas work by registered gas installation businesses.
- Investigate gas work carried out by non-registered businesses, and provide reports of findings to the Health and Safety authorities.

### **The following information will guide you through the complaints process**

CORGI's Inspectors;

- Are directly employed by CORGI for the purpose of monitoring competence and investigating gas safety issues.
- Are based throughout the United Kingdom, Northern Ireland and the Isle of Man.
- Carry out independent investigations and report only on matters of gas safety.
- Have in-depth gas industry experience backed by a comprehensive organisation.
- Will carry and show you identification, which may be checked during normal office hours by our **Customer Service Department on 01256 372300**.

### **Our Service to You**

- Once you have contacted us with your complaint our Customer Services Department or a local Inspector will offer you the earliest available appointment to visit your property.



- It is our policy to invite the **registered installer** to be present at the inspection as this often helps to resolve issues without undue delay. *(Please Note. If for any reason you do not wish the installer to be present at the inspection, please notify CORGI Customer Services immediately so that we can inform the registered installer of your request.)*
- The Inspector will determine whether the gas appliance/pipework has been installed/maintained in accordance with standards in force, and report his findings to you and direct the registered gas installer where necessary.