

GAS SAFE REGISTER

**Consumer Policy - Our Service
Explained**

December 2022

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1. Scope

This policy outlines the service that Gas Safe Register offers within our defined contractual remit. It has been designed primarily to support our Customer Charter from the perspective of a ‘member of the public,’ rather than that of registered businesses and engineers.

Gas Safe Register is the official gas registration body for the United Kingdom, Isle of Man, Guernsey, and Jersey, and operates under a concession agreement with the relevant Health and Safety Authority for each geographical area. By law, all gas engineers undertaking gas work in each of these areas must be on the Gas Safe Register.

Businesses/engineers can only register with Gas Safe Register if they hold/or employ engineers that hold, up-to-date, applicable, and recognised gas competencies/qualifications. We do not have any ‘enforcement’ powers or ‘right of entry powers’. However, when requested we support enforcement agencies such as the Health and Safety Executive, HSENI or Local Authorities with their actions.

Registered businesses and engineers must adhere to our published Rules of Registration and Registration Policy.

Registered businesses and engineers are **not** employees of Gas Safe Register.

Note: All policies referred to within this document and other supporting documents, such as the Inspection Factsheet, can be viewed at:

<https://www.gassaferegister.co.uk/who-we-are/our-policies/>

2. Our remit

Our primary purpose is to operate a licensing regime for businesses and their engineers who are qualified as competent in safe gas work, in a similar manner to the way that the DVLA licenses drivers that have passed a driving test against national standards. By operating the register effectively, we aim to protect the public from unsafe gas work. The Register helps to raise awareness of gas safety issues to the public and those registered.

We work to protect the public from unsafe gas work through:

- Registering businesses and their engineers, that are assessed periodically (every 5 years) by United Kingdom Accreditation Service (UKAS) accredited independent Certification Bodies as being competent in matters of gas safety.
- Issuing registered engineers with a licence card, which they are asked to carry and show upon request to demonstrate their registration status and the categories of gas work for which they are accredited to undertake. (Licence cards are renewed annually so please ensure the card shown is current).
- Inspection of Gas Safe registered businesses and engineers.
- Investigation of reported illegal gas work using a dedicated National Investigations Team with the purpose of identifying individuals working without registration.
- Raising public awareness of gas safety and the need for registration.
- Investigating reports of unsafe gas work.
- Providing an effective and efficient suite of communication channels to inform and update registered businesses and engineers on changes to gas safety legislation, industry standards and technical guidance etc.
- The provision of gas safety advice and information through a wide range of channels.
- Inspecting for compliance with the requirements of the Building Regulations in relation to gas installation work in England and Wales, Isle of Man, Guernsey, and Jersey.

3. Our services

As the only legal register for gas businesses, we offer the following services to consumers:

- Find a registered business via the web or telephone services.
- Check a business or engineer is registered via the web or our automated telephone services.
- Investigation of gas work carried out by registered businesses or engineers when specific concerns regarding gas safety are raised
- Investigation of installation, servicing or maintenance work carried out by unregistered businesses or engineers.
- Gas safety inspections by our independent and qualified inspectors where gas related concerns are raised.

- Provision of gas safety advice via the web, telephone advice line, video call and correspondence.
- Provision of a facility for registered businesses in England and Wales, Isle of Man, Guernsey, and Jersey to notify gas appliance installations to the local authority as part of the requirements of the Building Regulations.

4. Boundaries of service

As the only mandatory gas registration scheme we are free from commercial interests and other activities that conflict with our role. We operate impartially and only work with factual issues and evidence that can be authenticated. Therefore, there are some areas that we have no authority over and cannot become involved with or comment upon. In these situations, there may be other organisations that can support you and we will help direct you to them.

We are unable to:

- Comment upon how a situation arose.
- Arbitrate disputes including those relating to contractual or financial matters between contesting parties.
- Act as a technical consultant or arbiter.
- Inspect or comment on gas appliances/fittings that have been removed prior to our inspection.
- Inspect or comment on gas work undertaken with a reported fault or installation defect where rectification work has already been completed by a registered business.

Note: Photographs of gas work can be supportive; however, we may not be able to comment on them, base a report on them, attribute responsibility for any remedial work from them, or take any other action, because it can often be impractical to independently interpret or authenticate photographs.

- Reinstate unsafe gas appliances and pipework.
- Repair or adjust gas appliances and pipework. However, where we find gas safety faults they will be classified and dealt with in accordance with the Gas Industry Unsafe Situations Procedure (<https://www.gassaferegister.co.uk/help-and-advice/gas-safety-in-the-home/warning-labels/>).

- Inspect parts of an installation that may result in damage to property or are not accessible. Examples are pipework buried in floors or walls, chimneys/flues on a roof or appliances in a loft, without suitable and safe access that may present a risk to our staff.
- Supervise/manage remedial work.
- Appoint or pay a third party to carry out remedial actions on behalf of registered businesses or engineers.
- Award compensation for the actions of a registered business.
- Pursue non-gas safety defects or Electrical Regulation non-compliance issues beyond agreed protocols. Enforcement of the Building Regulations specifically is the responsibility of your Local Authority.
- Require a business that is no longer registered to complete remedial actions identified through inspections. Where such circumstances exist, we will signpost to alternative options that may be able to assist.
- Pursue defects against a registered business if the installation is over six years old
- Take action in relation to the correction of identified installation issues and/or gas safety defects where:
 - The homeowner does not want the defects to be corrected by the original business that undertook the work.
 - There is a dispute between both parties, e.g., they are unable to agree a suitable date for defective work to be completed, threatening/abusive behaviour, civil court cases. In these cases where defective work is identified we will follow up with the business/engineer concerned only.

Note: - reference court cases, once a judgement is made you can contact Gas Safe Register and ask for the complaint to be re-opened.

- Share with homeowners the results of investigations at properties other than their own, or sanctions applied to a registered business and/or engineer.
- Refuse application for registration where the criterion for registration is met; unless a higher authority such as an enforcement agency or court has placed a prohibition on a business or engineer preventing them from carrying out gas work.
- Extend our policies beyond our remit and our authority.
- Act as a gas emergency service.
- Request correction of plumbing or electrical work outside the scope of our jurisdiction.

- Investigate gas safety concerns raised by anyone other than the property owner/tenant or someone acting on behalf of a vulnerable person living in the property such as an elderly relative
- Visit a neighbour dispute property to view a gas installation in an adjoining property
- Determine a property boundary where there are neighbour disputes.
- Act against a registered business because they do not have appropriate insurance policies in place e.g., public liability insurance.

Note: Homeowners should always ensure that the registered business they employ is appropriately insured.

We will do everything that we can within our remit to help you and any information we share about registered businesses/engineers, or your details will be compliant with current data protection legislation.

5. You and your information

When you interact with us:

- We will collect relevant information about your property, your gas installation including all appliances and how to contact you.
- We will use this information to help keep you gas safe.
- We may need to share this information with the relevant Gas Safe registered businesses as a result of inspection findings or concerns.
- We may need to share this information with enforcement agencies; primarily where unsafe or illegal gas work is identified.
- If you have concerns or would like to know more about how we will use your data please refer to The Gas Safe Register Privacy Policy, available on our website <https://www.gassaferegister.co.uk/who-we-are/our-policies/> or contact us to discuss your concern.

6. General communications

To keep our services as cost-effective and environmentally sustainable as possible, we will, wherever practical, use electronic means of communication such as e-mail or telephone as the preferred method of contact.

7. Gas work inspections

We inspect gas work to ensure that registered businesses continue to work in accordance with recognised standards and requirements.

To help us do this, consumers can nominate gas work carried out within the last 6 months for a free inspection by visiting our website www.gassaferegister.co.uk.

We are unable to guarantee to inspect any gas work nominated, but where your nomination is selected for inspection, we will aim to advise the registered business that completed the work of the inspection and give them the option to attend the inspection, along with our Inspector, where appropriate and acceptable with you.

We may also contact you asking if we can inspect gas work at your property, or the business themselves may ask you if they can bring one of our Inspectors to inspect the work they have carried out at your property.

During the inspection, we may be accompanied by a representative of the business responsible for the work but, if this is not possible our Inspector will attend alone. We respect the fact that some homeowners may ask us not to invite the business responsible for the work, but we have an obligation to advise the registered business of the planned inspection and its outcome.

Where sufficient authenticated evidence supports that unsafe gas work, or any breach of the Rules of Registration has occurred our Sanctions Policy will apply.

We will provide you and any registered business involved with a comprehensive report of our findings, details of any defective work found etc. Our report will include a list of all gas appliances installed at the time of our visit, and where relevant photographs, irrespective of whether or not gas work has been carried out on them. This is because registered businesses and our inspector have a legal obligation to ensure all appliances, they have had reason to come into contact with are safe. This will require them undertaking specific checks and tests where gas work has been carried out on appliances and at minimum a visual check of the appliance where gas work has not been carried out.

Note: An appropriate adult must be present for the inspection. This should be somebody over the age of 18 and could be a carer, relative, friend, health, or social care professional. For more information about what happens when we inspect gas work, please see our 'Gas Safety Inspection factsheet', a copy of which

can be viewed on our website, <https://www.gassaferegister.co.uk/who-we-are/our-policies/>.

8. Investigating concerns about gas work carried out by registered or unregistered businesses/engineers

Our common investigation principles and follow up action are:

Gas Safety concerns that fall within the scope of our service will be treated impartially and professionally. When these concerns relate to work carried out by registered business, to allow us to thoroughly investigate them we require the homeowner to allow the registered business in question to attend site with our inspector(s), unless there are exceptional circumstances that may prevent this.

We will investigate all gas safety concerns within the following set of common principles

- They will be investigated robustly against the strength and consistency of evidence that exists to authenticate any allegation.
- If you are a tenant, we will seek permission from your landlord before undertaking our investigation. However, if you do not wish to engage your landlord, we will only be able to conduct a visual inspection of the installation. Whilst we accept your request this will limit the extent and effectiveness of our investigation into your concern.

Note: Where we identify gas related safety defects, we may be obliged to inform your landlord or their agent, where known.

- For multiple issues of a similar type, for example similar gas safety faults on a new building development, we will inspect samples of work in the first instance to determine any appropriate further actions which may include any need for further inspection activity by us or others.
- In the case of registered businesses or engineers where sufficient authenticated evidence supports that unsafe gas work, or any breaches of the Rules of Registration or Policy have occurred our Sanctions Policy will apply.
- If defective work is identified during an investigation and the property owner or occupier decides not to allow the responsible business to carry out remedial work the case will be closed as there is nothing further, we can do to assist in terms of any remedial action required to correct the defects.

The person responsible for the property will need to employ, at their own expense, another registered business to carry out any necessary remedial or correction work. However, where there is evidence of gas safety related defects we will engage with the responsible registered business or engineer and our Sanctions Policy will apply.

- We are unable to inform the property owner or occupier of the details of the actions taken with a registered business or engineer as a result of further investigation activities.
- The way in which we investigate gas safety concerns depends on whether or not the unsafe gas work or the installation of a heat producing appliance and its associated components remains in situ and in its original condition, as carried out by the business concerned.

9. Unsafe gas work or incorrect gas heating appliance and components still in situ

Where this is the case, we can assign an Inspector / Investigations Officer to carry out a site inspection. We will try to make appointments within 10 working days of the date you contact us. If you have a gas emergency and live in Great Britain, please contact the National Gas Emergency helpline on 0800 111 999. Emergency numbers for Northern Ireland, Isle of Man, Guernsey & Jersey, or LPG Suppliers, can be located in section 23 of this document. Additionally, our advisors can assist you in finding the correct emergency service provider to deal with the issue urgently.

10. Unsafe gas work or incorrect gas heating appliance and components corrected or removed

Where remedial work has been carried out or pipework has been removed by a registered business prior to our inspection, it can be difficult to investigate allegations of about unsafe gas work or incorrect heating appliance and component work. To fully investigate and attribute responsibility it is vital that we can gather robust evidence by investigating the original unaltered work undertaken before any other work affecting the original condition has been carried out.

However, we respect your needs and accept that due to various factors that this may not always be possible e.g., repairs being carried out quickly to ensure heating and hot water services are established.

This does not mean that we are unable to investigate the allegation. In these situations, we will record the concern and any supporting documentation provided will be reviewed so that we can, where possible, investigate the application of competence of the business/engineer in question.

The registered business/engineer will be asked for their comments based on the information you provide. We will also undertake further inspections of the business and/or engineer to assess whether there is an underlying failing in their ability to work competently and safely with gas. Our focus is to assess the ongoing suitability of that business and/or engineer to remain registered.

What we cannot do is:

1. Make a decision on any liability or responsibility in relation to work carried out that we have not inspected.
2. Share with home-owners information relating to further inspections of the business and/or engineer, or sanction applied to a registered business and/or engineer.

11. Investigating reports of unsafe gas work carried out by registered businesses

Where there is a concern raised about unsafe gas work carried out by a known registered business, we can arrange for this to be investigated in line with our common investigation principles (Section 8). This may include the installation, maintenance, repair, or service of gas appliances and/or pipework.

12. Investigating other types of concerns about registered businesses

Other matters relating to registered businesses that we can investigate are listed below and again our common principles apply.

- **Registered business working out of scope of work categories held**

Should a business or engineer have created gas safety defects whilst working outside the scope of the work categories for which they are registered, for example working on a cooker but not qualified and hence not registered, a defect notice will be issued. Where this is the case, the business will be responsible for the correction of the defects and will need to employ a

suitably registered and competent engineer with appropriate work categories to complete the necessary rectification works.

- **Registered businesses commissioning the work of unregistered gas workers**

Should a registered business or engineer knowingly have commissioned or 'signed off' the work of others without correcting any gas safety defects, a defects notice will be issued. The commissioning business will be responsible for the rectification works.

- **Registered business not applying competent gas work processes**

Where we are made aware of concerns, relating to the working processes of a registered business or engineer that in themselves do not result in the creation of defective work, we are still able to discuss our concerns with the business responsible. An example would be the failure to identify existing gas safety defects in accordance with the Gas Industry Unsafe Situations Procedure.

<https://www.gassaferegister.co.uk/help-and-advice/gas-safety-in-the-home/warning-labels/>

Where these types of concerns are received our Sanctions Policy will apply, and actions may include placing a business and/or engineer into a tightened/increased inspection regime or with an 'employer' business carrying out an audit of the relevant areas of their gas safety management systems and acting according to the results.

13. Reports relating to unregistered gas workers

In line with the authority delegated to us and our common investigation principles we can investigate reports about gas work that has been carried out by an identifiable business or person(s) who was not registered to undertake that work. This gas work may include the installation, maintenance, repair, or service of gas appliances and/or pipework.

If an unregistered person(s) has undertaken gas work, they may have broken the law such as:

- The Gas Safety (Installation and Use) Regulations 1998 in GB

- The Gas Safety (Installation and Use) Regulations (Amendment) 2018
- The Gas Safety (Installation and Use) Regulations 1994 as amended and applied by the Gas Safety (Application) Order 1996 in IOM
- The Gas Safety (Installation and Use) Regulations (Northern Ireland) 2004 in NI
- The Health and Safety (Gas) (Guernsey) Ordinance 2006 in Guernsey
- The Health and Safety at Work Act (Jersey) 1989

Once investigated and where appropriate, we will provide a report to the relevant enforcement agency, e.g., the appropriate Health and Safety authority for the geographical region. In their capacity as the enforcers of gas safety legislation it is for them to take whatever action they deem necessary against the unregistered person(s). If appropriate we may also inform other enforcement agencies such as Trading Standards.

If as a result of an investigation into the work of unregistered gas workers they satisfactorily apply and achieve registration, it does not preclude the requirement for the Registration Scheme to send the relevant enforcement agency a report of any site visit or other relevant detail.

14. Concerns about unsafe gas work in neighbouring properties

Our policy is not to investigate gas safety concerns raised by anyone other than the property owner, tenant or someone acting on behalf of a vulnerable person living in the property such as an elderly relative. Gas Safe Register has no right of entry concerning gas work carried out in your neighbours' property, unless we are requested to investigate concerns raised directly by the property owner. Where your neighbour raises a concern for safety regarding their installation with us, we will investigate and where required, a report will be produced for the owner of the property. We are unable to share a copy of this report with you, without the permission of your neighbour.

In situations like these it is possible that other organisations such as the relevant Local Authority Environmental Health, Building Control or Citizens Advice may be able to offer services or advice.

For further guidance please view our consumer fact sheet 'Neighbour Chimney/Flue Disputes' which can be found on our website <https://www.gassaferegister.co.uk/media/2461/chimney-flue-disputes.pdf>

15. Examples of issues where we are unable to act

The list below is a non-exhaustive illustration of issues with which we are unable to become involved. Should any of these types of issues arise you should in the first instance, take them up with the registered business/individual concerned and other bodies such as Citizens Advice Consumer Services, your Local Authority Building Control or Environmental Health Department or Trading Standards where appropriate:

- A registered engineer's personal presentation and conduct.
- Work outside of gas safety, such as poorly fitted kitchen cabinets or worktops.
- Damage to household goods, such as carpets or wall coverings.
- Water leaking from radiators, boilers, pipework, or heating system performance issues etc.
- Aspects of electrical work which may be identified during an inspection/investigation that do not comply with relevant Building Regulations.
- Any financial or contractual issues with a registered business

16. How to raise a concern about unsafe gas work

If you have a concern about unsafe gas work, you can raise this with us using any of the following methods:

- **Web** - Complete the web form with details of your concern
<https://www.gassaferegister.co.uk/help-and-advice/complaints-report-an-illegal/>
- **E-mail** - enquiries@gassaferegister.co.uk
- **Post** - Investigations Department, Gas Safe Register, PO Box 631, Darlington, DL1 9GD
- **Phone** - 0800 408 5500.

For the purpose of accessibility, if you have any reason why these methods of communication are not suitable, please let us know so that reasonable adjustments can be made to help you communicate with us or access our services.

17. How your gas safety concern about a business is handled

Gas Safety concerns will be logged and given a unique reference number. If your issue falls outside our boundaries of service and authority, we will advise you explaining why and offer advice as appropriate.

If your concern relates to unsafe gas work or the incorrect installation of a gas heat producing appliance and its associated components by a known registered business, or relates to gas work carried out by an identifiable unregistered business, we will investigate this as follows:

- 1) Our priority is to ensure that you are gas safe so if we believe the situation is serious and may be dangerous, we will advise you to contact the gas emergency services immediately.
- 2) We will establish with you whether it is appropriate to send an Inspector to inspect the work. In most cases this appointment will be within 10 business days. To allow us to investigate the matter effectively we require the registered business who undertook the work to attend during our visit, unless there is an exceptional reason not have them there. If the business who carried out the gas work does not attend the inspection, we will advise them that an investigation is taking place and the outcome of our investigation.
- 3) Please be aware for when we visit your property, we will ask that any pets are segregated from the work areas and must not approach our staff.
- 4) Following a site visit to inspect the work we will produce a report for the property owner or occupier and any relevant registered business. This report may be provided by email subject to the stated communication preference. Investigation reports are not provided to unregistered businesses.

Note: Resolution can be more achievable when the registered business responsible for the work carried out is invited to attend the investigation.

18. Gas safety defects

If through the course of inspection or investigation gas safety defects are identified, they will be classified and actioned in accordance with the Gas Industry Unsafe Situations Procedure.

[\(https://www.gassaferegister.co.uk/help-and-advice/gas-safety-in-the-home/warning-labels/\)](https://www.gassaferegister.co.uk/help-and-advice/gas-safety-in-the-home/warning-labels/)

Where there is evidence to support attributing defects to a registered business, we will issue a defect notice with a timescale for expected completion. We will monitor for the completion of the rectification work and where unsafe gas work is identified as Immediately Dangerous or At Risk (ID or AR), if required we can arrange to re-inspect either by an onsite inspection or any associated technology.

Should the property owner/responsible person not permit the rectification work requested in a defect notice to be completed, the case will be closed. However, our Sanctions Policy may still be applied to the registered business or engineer where there is evidence of gas safety related defects.

Where a registered business fails to complete the rectification, work associated with attributable gas safety defects without proper justification our Sanctions Policy will apply.

Where new or existing gas-related defects are identified and cannot be attributed to a registered business they will be recorded for the information of the property owner/responsible person. Any correction work is their responsibility and where undertaken, must only be carried out by a suitably competent and registered engineer.

Note: Evidence can be in the form of an invoice, a receipt, a commissioning document e.g., a Benchmark booklet, a copy of a work record or Building Regulation Compliance Certificate.

19. Building regulation defects

If through the course of inspection or investigation Building Regulation defects are identified and where there is robust evidence to attribute that work to a Gas Safe registered business, we will issue a defect notice to the business with a clear timescale for the expected completion of any corrective remedial work. We will monitor for the completion of the rectification work and when requested, we can arrange to re-inspect any rectification work either by an onsite inspection or via any associated technology where there has been incorrect building work attributed to a registered business.

Should the property owner/responsible person not permit the rectification work requested in a defect notice to be completed, the case will be closed and if required the Building Regulation Compliance Certificate will be removed.

Where there is a failure of a registered business to complete the rectification work attributable to the business and identified on a defect notice our Sanctions Policy will apply and if required the Building Regulation Compliance Certificate will be removed

Where new or existing Building Regulation related defects are identified, and cannot be attributed to a registered business, they will be recorded for the information of the property owner/responsible person. Any correction work is their responsibility respectively and, where undertaken, must only be carried out by a suitably competent and where legally required, a registered person.

20. Dealing with non-gas safety disputes using alternative dispute resolution (ADR)

Occasionally, contractual disputes arise between consumers and registered businesses which fall outside our gas safety remit and authority. Often disputes of this type can be challenging to resolve and might result in small claims or civil action in the courts. However, there is an alternative option which the courts will expect to have been explored prior to their considering any case, alternative dispute resolution (ADR).

What is ADR? - Alternative dispute resolution is a process that enables disputes between a consumer and a business to be settled via an independent mechanism outside of the court system.

ADR can offer a cheaper and quicker alternative to the courts for disputes where a consumer is not able to resolve their dispute directly with the business from whom they made their purchase of goods or services.

Currently the use of ADR in relation to disputes concerning contractual matters is not mandatory and it is up to both parties to agree to use ADR to resolve any dispute.

Registered businesses must provide information about whether they will use ADR to settle any dispute not related to gas safety. However, we recommend that

consumers confirm the business's position before engaging them to undertake work.

Any registered business that has voluntarily committed to use a certified ADR provider to resolve disputes, should provide information about the certified ADR provider to their customers and if applicable, in the terms and conditions of sales or service contracts.

A list of certified ADR providers can be found via

<https://www.tradingstandards.uk>

21. Suggestions for improvements to the service offered by the Register

We are committed to continual improvement and accept suggestions on how we may improve our service within our remit. 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.

22. Complaints against the Register

Every year we deal successfully with tens of thousands of consumers. We aim to provide a high level of service to all our customers, but sometimes things can occasionally go wrong, or your expectations are not always met.

If you are unhappy about the way we have dealt with you or about any of our services, we want to know. We always welcome feedback and suggestions to help us improve our performance. You can make a complaint against the Register, in writing by email. Please refer to our Complaints against the Service provided by the Register Policy if you wish to make a formal complaint. A copy of this policy can be found on our website: <https://www.gassaferegister.co.uk/who-we-are/our-policies/>

Note: For accessibility, if you have any reason why this method of communication is not suitable, please let us know so that reasonable adjustments can be made to help you communicate with us or access our services.

23. Useful contacts for gas emergencies

If you smell gas, or have a gas emergency, contact the Gas Emergency Helpline for your area. Other useful contact numbers can be found by visiting our website <https://www.gassaferegister.co.uk/useful-contacts/> .

Natural Gas

Great Britain	-	0800 111 999
Northern Ireland	-	0800 002 001
Isle of Man	-	0808 1624 444
Guernsey	-	01481 749000
Jersey	-	01534 755555

Main LPG Suppliers in Great Britain

Calor	-	03457 444 999
Flogas	-	0800 574 574
Avanti Gas	-	0808 208 000

How to contact us

Telephone: Consumers: 0800 408 5500

Engineers: 0800 408 5577

Post: Gas Safe Register
PO Box 631
Darlington
DL1 9GD

E-mail: enquiries@gassaferegister.co.uk

Website: www.GasSafeRegister.co.uk