



# **Building Energy Rating Training**

## **Complaints Policy**

## 1. Background

Building Energy Rating (BER) training for assessors of dwellings may be offered by any training provider that:

- is recognised by a National Accreditation Body;
- can issue an award upon successful completion of a BER training course that is recognised under the National Framework of Qualifications;
- confirms to SEI that the training programme meet the current "Specification for Assessor Training Programme for Building Energy Rating (BER) of New Dwellings" as published by SEI in full.

SEI does not directly accredit/approve training providers or training courses. This role is discharged by the applicable national accreditation body.

## 2. Complaints Process

Verbal complaints received by SEI against a BER training provider will be handled as follows:

- The complainant will be requested to submit the complaint in writing to the training provider and/or the applicable national accreditation body. Contact details are provided in Appendix A.

Written complaints received by SEI against a BER training provider will be handled as follows:

- An acknowledgment of the complaint will be returned to the complainant
- SEI will forward the complaint to the training provider and/or the national accreditation body, for the training provider and/or the national accreditation body to investigate and respond to directly.

SEI meets periodically with BER training providers as a group and individually to update them on developments in the BER administration process, to report on the findings from Quality Assurance Audits and give feedback on the technical queries received from assessors. Complaints relating to guidance given by trainers to technical BER issues will be highlighted as a risk area to all training providers at subsequent Trainer Briefing Sessions.

## **Appendix A – Training Complaint Escalation Details**

### **FETAC Registered Training Providers**

Forward complaint to training provider.

If you fail to get satisfaction from the Training Provider send complaint to:

Head of Administration  
Further Education and Training Awards Council  
East Point Plaza  
East Point Business Park  
Dublin 3

### **HETAC Registered Training Providers**

Follow complaint procedure guidance in the Training Provider’s Student Handbook

If a Student Handbook has not been made available to you, forward details of the complaint to:

The Registrar’s Office  
At the main address of Training Provider

If you fail to get satisfaction from the Training Provider send complaint to:

Director of Academic Affairs  
HETAC  
26 - 27 Denzille Lane  
Dublin 2

### **Universities and DIT**

Follow complaint procedure guidance in the Training Provider’s Student Handbook

If a Student Handbook has not been made available to you, forward details of the complaint to:

The Registrar’s Office  
At the main address of Training Provider