



KCF 102 — Customer Service Policy

Khamo Certification Framework (KCF) — Controlled Document

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Applies to	All Khamo Certification staff and member assessors; all customers and service users (all strands, all jurisdictions)

1. Purpose

This policy sets out the standard of service that every customer of Khamo Certification is entitled to expect, the channels through which we can be contacted, the timescales within which we respond, and the procedure for raising — and escalating — a complaint. It is published to meet Khamo's obligations as an Approved Organisation and is available to members, to the public and to the relevant government administrations on request.

Good customer service is a scheme-wide responsibility: it applies to every enquiry, application, audit, insurance approval, training booking, suspension and appeal handled through Khamo's systems.

2. Regulatory basis

This policy is maintained in accordance with:

- The Scheme Operating Requirements (SORs) applicable to Approved Organisations, which require documented arrangements for handling enquiries and complaints from members and from the public.
- The Energy Performance of Buildings (Scotland) Regulations 2008 and the Scottish Government Operational Framework.
- Khamo's obligation to co-operate with the relevant government administrations, including reporting on complaints and appeals within its periodic returns.

3. Who our customers are

For the purposes of this policy, a customer is anyone who uses, or is affected by, Khamo's services:

- Member assessors and their companies, across all accredited strands (RdSAP, SAP, Commercial/SBEM, Air-Conditioning Inspection and DEC).
- Prospective members — applicants, leads and training candidates.
- End-users of Energy Performance Certificates and reports lodged by our members: property owners, landlords, tenants, purchasers and their agents.
- Members of the public making enquiries about the scheme or about an assessor's registration.
- Government bodies, register operators and other schemes with whom we interact.

4. Our service commitments

In every interaction we commit to:

- Deal with customers courteously, professionally and fairly, and treat all customers consistently.
- Communicate in plain English and confirm significant decisions in writing.
- Respond within the published timescales in Section 6, and say so promptly — with a revised date — where a matter needs longer.
- Keep customers informed of progress on open matters, including audits, insurance approvals and complaints.

- Make our services accessible and provide reasonable adjustments (Section 9).
- Handle personal information confidentially and in accordance with data-protection law (Section 10).

5. How to contact us

5.1 Members

Members should raise service requests and technical queries through the **Support & Help Desk in the Members' Portal**, which creates a tracked ticket visible to the member until it is resolved and closed. Audit-related matters — evidence requests, audit outcomes and audit appeals — are handled through the **Audit Portal**. Members may also contact the scheme office by telephone or email during office hours (Monday to Friday, 09:00–17:00, excluding public holidays), using the contact details published at khamocert.co.uk.

5.2 Public and non-members

Members of the public may contact us through the **enquiry form at khamocert.co.uk**, or by telephone or email. Every web enquiry is logged automatically in Khamo's administration system and tracked until it is answered; enquiries are never left unallocated.

6. Service standards and response times

Working days exclude weekends and UK public holidays. The clock starts on the working day after we receive the enquiry.

Interaction	Our standard
Acknowledgement of any enquiry	Within 2 working days of receipt
Substantive response to an enquiry	Within 5 working days of receipt
Telephone calls	Answered during office hours; messages returned the next working day
Insurance approvals	Reviewed within 5 working days of submission
Formal complaint — acknowledgement	Within 3 working days (Section 7)
Formal complaint — Stage 1 outcome	Within 10 working days
Formal complaint — Stage 2 review	Within 15 working days of escalation

Complaint about a member or an EPC

Outcome within 20 working days; progress updates at least every 10 working days

Where a matter is complex — for example where an on-site re-inspection or third-party evidence is required — we may extend a timescale. When we do, we tell the customer why, and give a revised date.

7. Complaints procedure

7.1 What counts as a complaint

A complaint is any expression of dissatisfaction with the service provided by Khamo, with the conduct or work of a Khamo member assessor, or with an energy assessment or certificate lodged through the scheme. Complaints may be made by members, by the public or by a government body, and can be raised through any channel in Section 5. A complaint will never disadvantage the complainant's future dealings with the scheme.

7.2 Complaints about Khamo's service

- **Stage 1** — the complaint is logged, acknowledged within 3 working days, and investigated by a senior member of staff not involved in the original matter. A written outcome is issued within 10 working days.
- **Stage 2** — if the complainant remains dissatisfied, the complaint is escalated to the Head of EPC Services, who reviews the file and issues Khamo's final written response within 15 working days.

7.3 Complaints about a member assessor or an EPC

Complaints that concern the quality or accuracy of an energy assessment are investigated under **KCF 044 (Audit Processes and Workflows)**. The lodgement in question is placed under a targeted audit in the Audit Portal: the assessor is notified, supporting evidence (site notes, photographs, data files) is requested, and the assessment is reviewed by a QAA auditor against the applicable methodology and Smart Rules, with moderation where required.

Depending on the findings, the outcome may include:

- No action — the assessment is confirmed as correct, with reasons given to the complainant.
- Correction — the certificate is cancelled and re-lodged accurately at no cost to the complainant.
- Remedial action for the assessor — targeted CPD, increased audit sampling or mentoring.
- Suspension of the relevant strand(s), or referral to disciplinary process, for serious or repeated failings.

The complainant is informed of the outcome in writing. Where the complaint is upheld, the member's audit and suspension records are updated accordingly.

7.4 If you remain dissatisfied

If a complainant has completed both stages and remains dissatisfied, they may refer the matter to the relevant government administration responsible for the EPC scheme in their jurisdiction (for assessments in Scotland, the Scottish Government). Khamo will co-operate fully with any such referral and will supply the complete complaint file on request.

8. Appeals

- Members may appeal membership decisions — including rejection of an application, suspension or termination — under **KCF 066 (Membership Appeals Process)**.
- Audit outcomes may be appealed through the Audit Portal; each appeal is logged, reviewed by a QAA auditor who was not the original reviewer, and resolved with a written decision.
- Appeal decisions and their rationale are recorded and are reportable to the relevant government administration.

9. Accessibility and reasonable adjustments

Each member's **special needs and preferred contact method** are recorded on their profile at application and honoured in all subsequent contact. Customers who need information in an alternative format, extra time, or another reasonable adjustment can request this through any contact channel; the adjustment is recorded so it does not need to be requested twice.

We aim for all customer-facing communications to be in plain English, and we will always explain technical audit or methodology findings in terms a non-specialist can understand.

10. Data protection and confidentiality

Enquiries, tickets, complaints and appeal records are processed in accordance with UK GDPR and the Data Protection Act 2018. Information gathered during a complaint is used only for investigating and resolving that complaint, for quality assurance, and for statutory reporting. Complaint files are retained in line with Khamo's retention schedule and are disclosed only to those who need them — including, where applicable, the relevant government administration.

11. Monitoring, reporting and continuous improvement

- Open helpdesk tickets, web enquiries and pending insurance approvals are displayed with live counts on the administration dashboard and are monitored daily.
- A complaints register is maintained recording every complaint, its category, timescales and outcome.
- The Head of EPC Services reviews complaint and appeal themes at least quarterly; systemic findings feed into audit Smart Rules, sampling priorities and the CPD curriculum.
- Complaint and appeal volumes and outcomes are included in the periodic Monthly Return submitted to the relevant government administration.
- This policy is reviewed annually, or sooner on regulatory change, and version-controlled under the KCF.

12. Roles and responsibilities

Role	Responsibility
Support staff	First-line handling of tickets, calls and web enquiries; logging, triage and response within the Section 6 standards.
QAA auditors	Investigate technical complaints under KCF 044; conduct targeted audits, moderation and audit-appeal reviews.
Head of EPC Services (Campbell Morris)	Owens this policy; hears Stage 2 complaints; reviews complaint themes; reports to the relevant government administration.
Portal / IT	Maintains the Support & Help Desk, web-enquiry capture, audit workflow and complaint records.
All staff and contractors	Uphold the service commitments in Section 4 in every customer interaction.

13. Related controlled documents

- KCF 044 — Audit Processes and Workflows
- KCF 066 — Membership Appeals Process
- KCF 101 — Continuing Professional Development (CPD) Policy

Version control

Version	Date	Author	Summary
1.0	19 August 2026	Campbell Morris	Initial issue.