

SCA complaints procedure

In raising standards by the introduction of membership criteria in 2018 and the introduction of a certification scheme for the installation (or maintenance) of smoke control systems, the SCA has developed this complaints procedure to deal with any complaints received.

1. Any complaint received by the Smoke Control Association against a member should be logged by the SCA Technical Manager.
2. The SCA will ask the complainant if the two parties have discussed the complaint.
3. The complaints procedure will focus on the 10 membership criteria and the complainant will have to identify which criteria their complaint applies to.
4. Complaints about installation/maintenance could be referred onto IFC Certification Ltd to deal with in their “certified installers” complaints procedure.
5. Complaints about product supply need to be referred onto Trading Standards.
6. Complaints are classified under three categories as follows:
 - i. Product supply related – SCA to forward to Trading Standards
 - ii. Installation or maintenance by an SCA member - SCA refer the complaint onto IFC C Ltd to resolve in an audit
 - iii. Admin related complaint - SCA deals with it via the membership criteria
7. A complaint concerning the IFC SDI 19 certification scheme would start with a desk top exercise where evidence/photos are requested, and the complaint then processed.
8. The SCA will have a proforma letter for complaints SCA members may make about non-members so that the SCA Technical Manager can bring any complaints to the attention of the non-member company

The above structure proposed and approved by the SCA at their meeting on 15 July 2020

SCA / FETA
15 July 2020