



Green Deal Supply Chain Bulletin – 22nd June 2015

Guidance ref number:	DECCComms116
Date of issue:	22 nd June 2015
Short summary of note:	Green Deal Supply Chain Bulletin – 22 nd June 2015
Type of guidance:	For Information
Audience:	All Green Deal Participants
Date guidance comes into effect:	22 nd June 2015

This message has been sent by the GD ORB on behalf of DECC

1. SCOTTISH EPC REGISTER ISSUE

A defect has been found in the Scottish register validation service for Green Deal Plans. Any new Green Deal Plan creation requests for E&W sent in error to the Scottish register pass the initial register validation check but the plan is not set up on the register. Due to this, the plan is not created on either Scotland or E&W registers. EST are working to provide a fix for this issue in their next scheduled release. In the interim when sending a Green Deal Plan creation request, please cross check and ensure that the request is sent with the correct register indicator to avoid delays in the Green Deal Plan process.

For further information please contact: Rod Hanchard-Goodwin - rod.hanchardgoodwin@est.org.uk

2. CONSUMER CHAMPION REVIEW – A MESSAGE FROM CIGA

Please see below message from the Cavity Insulation Guarantee Agency (CIGA):

Can you help improve the way that the Cavity Insulation Guarantee Agency (CIGA) and its registered member installers handle consumer complaints and claims about cavity wall insulation? If so, CIGA would very much welcome your input to a review, by 18th September 2015.

The review is being launched today, Monday 22nd June 2015, to find out what consumers and stakeholders think about some important issues:

- How well consumer complaints about cavity wall insulation are handled by CIGA and its member installers now;



- Whether the improvements CIGA has announced in 2015 are sufficient to address stakeholder concerns; and
- What more can be done by CIGA and its member installers to ensure that consumer complaints about cavity wall insulation are dealt with effectively and fairly in future.

The review asks for views on:

- The information available on how to make a complaint about cavity wall insulation;
- Response times;
- The process for resolving disputes;
- Compliance with the ADR directive;
- Adequacy of redress offered;
- Whether the customer journey is clear and simple enough;
- Whether the support available for vulnerable consumers with complaints is adequate;
- The adequacy of measures to prevent complaints from arising; and
- Whether CIGA can improve its transparency further.

Views and evidence are invited from all stakeholders with an interest in these issues – individual consumers, consumer groups, businesses and industry bodies, including energy suppliers, local government and national government across the United Kingdom.

Responses are invited by **18th September 2015.**

Responses can be submitted through the webform which will be available at <http://www.ciga.co.uk/consumer-champion-review/> as of Monday 22nd June 2015.

Alternatively, comments may be submitted by email to consumer.champion@ciga.co.uk or by writing to CIGA House, 3 Vimy Court, Vimy Road, Leighton Buzzard, LU7 1FG heading your comments 'Review'.

Details of all the responses received will be published unless respondents indicate that they wish their response to remain confidential. If you submit comments in writing rather than via the webform please provide your contact details, say whether your response is from an individual consumer, a consumer group, business or public body, and whether or not you are happy for details of your response to be published.

Kind regards,

The Green Deal Oversight and Registration Body (GD ORB)