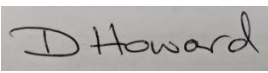


Customer Appeals Policy Howard Fire Inspections Ltd

We want all our clients to be happy with our Fire Risk Assessment and Fire Door Inspection services. In the rare instance that you're dissatisfied with our resolution to your concern, HFI Ltd ensures a straightforward Appeals process overseen by Darren Howard (Director):

1. **Tell Us** – Provide in writing (email or post), the details of your appeal along with supporting evidence.
2. **Acknowledgment and Independent Review** – We will confirm receipt within 5 working days.
3. **Investigation** – We will acknowledge receipt of your Appeal in writing and initiate an independent review. We may ask for more information. This includes:
 - Interviewing relevant stakeholders
 - Reviewing all pertinent documentation
 - Considering information from the appellant
 - Ensuring compliance with relevant requirements.
4. **Outcome Notification** – We aim to provide a clear response within 20 working days, including any actions we will take. Appeal decisions made by HFI Ltd are considered final.
5. **Fire Door Inspection Service Appeals:**
If your appeal pertains to our Fire Door Inspection service and you remain dissatisfied, after following the HFI Ltd Complaints and Appeals process in its entirety, you have the option to escalate the matter to the Scheme manager of the Fire Door Inspection Scheme at www.fdis.co.uk

We take all appeals seriously and use them to improve our services.

Signed: 

Date: 25th August 2025

Name: Darren Howard

Review Date: 25th August 2026



Howard Fire Inspections Ltd
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Company Number: 14815169 (England)

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