

## 64788 Gas Boiler Installation Complaints Statistics

Please could you provide the total number of complaints or referrals received by your Trading Standards service in each of the following categories, for each of the last five complete financial years (2021/22 to 2025/26):

Complaints relating to gas boiler installation, replacement, or servicing work.

Complaints relating to doorstep selling in connection with boiler or heating system sales.

Referrals or escalations relating to unsafe gas work — whether to the Health and Safety Executive (HSE), Gas Safe Register, or another enforcement body.

Complaint data is not captured and categorised under specific trading sectors as referenced in your request. Due to the method by which complaint data is recorded, a complete audit of all relevant service requests would need to be undertaken to establish whether we hold any relevant information in relation to the specified trading sector.

A manual examination of all service records, including possible attached and indexed documents would be required to ensure that any information provided is accurate. For the purposes of this request this would require an examination of approximately 10,000 service records. At a conservative estimate of one minute per record, it would take around 167 hours to fully respond to your request. With a flat rate of £15 per hour, this would therefore cost £2,505.