

BESA HIU TEST REGIME

Technical query procedure



Technical Queries should be submitted to HIU@thebesa.com

Once a query is received, the Technical Lead will determine if this is appropriate for this technical query procedure or the complaints procedure (please refer to BESA HIU Test Regime Complaints procedure for further information on the complaints procedure). The Technical lead for the regime will then determine if they can resolve themselves (if it's a simple query about the regime) or if it needs to be investigated further (if a query is asking for a change in the regime in any way). The below sets out the full process for this.

