

COMPLAINT FORM

This form is also applicable if your installation was completed by an ELECSEA certified business within the last 6 years.

1 ABOUT YOU

Full name:

Address:

Postcode:

Phone:

Mobile:

E-mail:

Has a complaint been raised with the contractor in writing? Yes No*

Was the work ordered by yourself or you have permission to act on their behalf? Yes No*

Has the contractor responded? Yes No

What was the response?

Has legal action been instigated by yourself or the contractor? Yes* No

Has the work been completed (left energised/available for use)? Yes No*

Has the work been completed less than six years ago? Yes No*

Has any other contractor worked on the installation (excluding making safe)? Yes* No

If Yes, what work has been carried out? *(This section only needs to be completed if another contractor has worked on the installation in this complaint form)*

* We may not be able to accept your complaint, please refer to our complaints resolution process.

2 ABOUT THE CONTRACTOR

Company Name:

Contact Name:

Address:

Postcode:

Registration Number (If known):

3 ABOUT THE WORK

Type of work carried out:

Type of premises:

Address of building/location:

Postcode:

What date did the installation work: Commence:

Completed:

In which country was the work completed: England Wales Scotland Northern Ireland

Why do you believe the work you have had carried out is unsatisfactory or unsafe?

You must include all relevant supporting evidence identifying the scope of works carried out by the registered contractor.

Good examples include work specifications, contracts, commissioning or electrical certification, invoices and building control certificates.

4 ADDITIONAL INFORMATION

What outcome are you hoping for?

- To make you aware of my concerns regarding the contractor
 For the contractor to return to rectify the issues raised
 Other (please state below:)

I have read and agree to follow the complaints resolution process Yes No*

I agree to allow the contractor named in Section 2 access to carry out any necessary remedial works, and be present at any site inspections if required Yes No*

I agree to follow the NICEIC Consumer Code of Conduct Yes No*

I have attached all relevant supporting evidence identifying the scope of works carried out by the registered contractor Yes No*

I have attached a copy of the correspondence sent to the contractor raising my complaint with them Yes No*

*We may not be able to accept your complaint, please refer to our complaints resolution process.

NOTE - there is a limit of 15Mb per email, multiple emails can be sent to ensure all supporting documentation is received

Date:

Please note, a copy of this form will be provided to the contractor