

# COMPLAINT FORM

## 1 ABOUT YOU

Full name:

Address:

Postcode:

Phone:

Mobile:

E-mail:

Has a complaint been raised with the contractor?

Yes\*  No

Has the contractor responded?

Yes  No

What was the response?

Has litigation 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?

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 referenced in this complaint form)*

\* If you cannot answer Yes to each of these questions we may not be able to accept the complaint.

## 2 ABOUT THE CONTRACTOR

Company Name:

Contact Name:

Address:

Postcode:

Registration Number (If known):

### 3 **ABOUT THE WORK**

Type of work:

Type of premises:

Address of building/location:

Postcode:

When was the installation completed? (Date):

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

**You must include all certification and reports issued for the work where relevant as well as any other supporting documentation / information.**

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

### 4 **ADDITIONAL INFORMATION**

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 and ELECSA Consumer Code of Conduct

Yes\*  No

I have attached all certificates and / or reports for the work where relevant and any other relevant supporting information

Yes\*  No

\* If you cannot answer Yes to each of these questions we may not be able to accept the complaint.

NOTE - there is a limit of 7Mb per email, multiple emails can be sent to ensure all supporting documentation is received.

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:)

Date:

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