

# 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 (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:

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 and ELECSA 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\*

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

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

Date:

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