

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