

# COMPLAINT FORM

## 1 ABOUT YOU

Full name:

Address:

Postcode:

Phone:

Mobile:

E-mail:

Has a complaint been raised with the contractor?

Yes

No

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?

## 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?

#### **Please attach any documentation that will support your complaint.**

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

### 4 **ADDITIONAL INFORMATION**

I have read the separate Complaints Procedure Yes  No

I am willing 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 supporting documents Yes  No

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