



Complaint Form

A | YOUR DETAILS

Full name:

Address:

Postcode:

Phone:

Mobile:

E-mail address:

Has a complaint been raised with the NICEIC registered company in writing?

Yes

No

Has the work been completed?:

Yes

No

Has the work been completed less than six years ago?:

Yes

No

Is the company registered with NICEIC for this type of work?:

Yes

No

Is the complaint solely related to the standard of work undertaken?:

Yes

No

Can evidence be provided that the company undertook the work?:

Yes

No

Only the NICEIC registered company has worked on the complaint:

Yes

No

Please note: if you have answered 'No' to any of the above NICEIC will not be able to accept your complaint.

B | NICEIC REGISTERED COMPANY DETAILS

Trading Name:

Address:

Postcode:

Registration Number(*If known*):

Continued...

C | COMPLAINT DETAILS

Type of work:

Type of premises:

Address of building/location:

Postcode:

Occupant name:

D | FURTHER DETAILS ABOUT YOUR COMPLAINT

When was the installation completed?: (Date)

Do you have a specification or drawing for the work?:

Yes

No

Is the installation available for inspection by NICEIC?:

Yes

No

Please describe the work you have requested and why it is unsafe or unsatisfactory:

Please attach any documentation that will support your complaint.

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

E | TERMS AND CONDITIONS

- I have read the separate The NICEIC Complaints Procedure
- I am willing and able to allow the NICEIC registered company named in Section B to be present at any inspection(s) carried out by the NICEIC. I also agree to arrange access for such inspection(s) if required to do so.
- I am willing and able to allow the NICEIC registered company named at Section B reasonable access to carry out any necessary remedial works. I also agree to arrange access if required to do so.
- I am not planning to undertake or in the progress of undertaking litigation against the company.
- I give/have obtained permission for the installation to be inspected and for any necessary remedial work to be carried out.
- To the best of my knowledge and belief the details given on this form are complete and correct, and I request the NICEIC to investigate my complaint.
- I agree to follow the NICEIC Consumer Code of Conduct
- I agree to the terms and conditions listed above.

SIGNATURE:

DATE: