

CUSTOMER COMPLAINT

(See notes overleaf)



1 Details of complaint (for completion by the Principal Duty Holder)

Name of complainant: _____

Complaint number: _____

Organisation (if applicable): _____

Date of receipt _____

Address: _____

tel: _____

fax: _____

Nature of complaint: _____

Continue on additional pages, if necessary

2 Action taken by the contractor (for completion by the Principal Duty Holder/Qualified Supervisor)

Date: _____

3 Action taken by the contractor (for completion by the Principal Duty Holder/Qualified Supervisor)

Complaint satisfactorily completed? (copy of final letter/e-mail/fax/record of telephone call attached)

Yes

☐

No

☐

Principal Duty Holder's signature confirming completion: _____

Name in BLOCK CAPITALS: _____

Date: _____

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Notes

It is a requirement of Rule 4(j)* of the NICEIC Rules Relating to Enrolment that Approved Contractors maintain a record of all complaints received about the technical standard of electrical work carried out and the action taken, if any, to resolve them. This form, when completed correctly, will satisfy this requirement. Any written information relating to the complaint should be attached to this form.

The complaints to be recorded are limited to those concerning the technical standard of the work and there is no requirement to include those concerning financial or contractual issues which are outside of the NICEIC's remit. However the form may be used for these purposes if necessary.

The NICEIC Area Engineer will wish to review complaint forms during his Periodic Assessment visit.

* It is the responsibility of the contractor to maintain this data in line with the Data Protection Act 1998.