



## NICEIC Group Limited

Warwick House, Houghton Hall Park, Houghton Regis, Dunstable LU5 5ZX

Telephone: 01582 539036 Fax: 01582 556028

# NOTIFICATION OF COMPLAINT

## (Approved Enterprise)

about the technical standard of ELECTRICAL WORK, including CERTIFICATION and reporting by an Approved Enterprise

Before completing this form, please read The NICEIC Complaints Procedure Information Sheet to establish whether NICEIC will be able to assist in resolving your complaint by means of its Complaints Procedure.

Please complete this form legibly in block capitals using black ink or black type. To avoid delay, all questions must be answered as fully as possible.

### A. Complainant / Customer

Name and address of complainant:

Name

Address

Postcode

Telephone:

home

work

E-mail

mobile

If the complainant is not the customer (the person who ordered the electrical work/certification or periodic inspection report), please give the following additional details: (See note 1 on last page of this form)

✓ as appropriate

Yes No

I am making this complaint for and on behalf of the customer

☐☐

I am a regular user of the electrical installation at Section C

☐☐

Other (please specify)

☐☐

Do you have the customer's authorisation to make this complaint?  
If no, please give reason below

☐☐

Name and address of customer:

Name

Address

Postcode

Telephone:

home

work

E-mail

### B. Approved Enterprise

Please give the following details of the Approved Enterprise responsible for the electrical installation work, certification or reporting.  
(See note 2 on reverse of form)

Trading title and address:

Trading title

Address

Postcode

NICEIC Enrolment No/Registration No (if Known)

### C. Electrical installation

Address of electrical installation:

Address

Postcode

Name of building/department/location (where relevant):

Type of premises (✓ as appropriate):

☐

Domestic

☐

Other. Please specify below

☐

Commercial

☐

Industrial

Name of occupant or duty holder:

Telephone:

### D. Nature of electrical work complained about

Please ✓ the relevant box(es)

☐

New electrical installation (original)

☐

Lack of, or incorrect certification

☐

An alteration or addition to an existing electrical installation

☐

Other. Please describe

☐

Complete renewal of an electrical installation (eg rewiring of a property)

☐

Work has been certified or carried out by an Approved Certifier Registered with SBSA in Scotland

### E. Further details of electrical work complained about

✓ as appropriate

Yes

No

day

month

year

Does the Approved Enterprise claim that the work is complete? (see note 3)  
If yes, please state completion date (see note 4)

For domestic installation, if a Building Compliance  
Notification Certificate has been issued, give details.

Is the electrical installation work carried out, or reported upon, available for inspection?  
(see note 3)

Has the work been corrected or worked on by others since the Approved Enterprise  
became involved? (see note 5)

Was the work covered by a written specification or drawing?

Certificate Number

### F. Certificates (and Periodic Inspection Reports by Approved Enterprise)

Please indicate below whether the Approved Enterprise has issued any of the following for the installation at C:

✓ as appropriate

Yes

No

Electrical Installation Certificate or Domestic Electrical Installation Certificate  
(see note 6)

Minor Electrical Installation Works Certificate (see note 7)

Periodic Inspection Report

Other (if yes, Please describe)

Please attach a copy of all  
pages of each of the  
certificates/reports that the  
Approved Enterprise has  
issued to you  
(see note 8)

### G. Other relevant information

✓ as appropriate

Yes

No

day

month

year

The date when you first advised the Approved Enterprise about this matter in writing  
(see note 9)\*

Has the Approved Enterprise replied to you in writing concerning the matter? If yes please state  
date of reply \*

Does the dispute with the Approved Enterprise involve financial as well as electrical safety  
issues? (see note 10)

Is the matter the subject of current or intended litigation by either party? (see note 5)  
If yes, which party has begun or intends to begin litigation?

Has the Approved Enterprise taken any remedial action in relation to the work complained  
about? If yes, please give details of this action at the end of Section H

If the answer to the previous question is yes, has the remedial action corrected the work  
about which you are complaining, to your satisfaction? (see note 11)

Party:

\* Please enclose a copy of correspondence

What aspects of the electrical work do you consider to be unsafe or unsatisfactory and why? (see note 12)  
Details of complaints relating to certification or a periodic inspection report should also be given here.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## I. Declaration

(see note 13)

I, the complainant named in Section A, hereby declare that:

- I have read the separate NICEIC Information Sheet on The NICEIC Complaints Procedure.
- I am willing and able to allow the Approved Enterprise named at 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. (see note 14)
- I am willing and able to allow the Approved Enterprise named at Section B reasonable access to carry out any necessary remedial works. I also agree to arrange access if required to do so. (see note 14)
- 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.

Signed

Name in  
Capitals

Position  
(if appropriate)

Date

day | month | year

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\* Please enclose a copy of correspondence

## Notes - Please Read

1. Normally, any complaint should be made by the customer or someone acting on their behalf and at their request. Only in exceptional circumstances will the NICEIC offer its Complaints Procedure to a third party.
2. The NICEIC Complaints Procedure only applies to the technical standard of work carried out by an Approved Enterprise.
3. If no, The NICEIC Complaints Procedure does not normally apply.
4. Your complaint must be registered with the NICEIC less than three years after the date the electrical work was completed.
5. If yes, The NICEIC Complaints Procedure does not apply.
6. May also be known as 'Electrical Installation Completion Certificate'
7. May also be known as 'Minor Electrical Installation Works Form'.
8. Where these documents do not clearly define the extent of the work that was carried out by the Approved Enterprise, please attach copies of any relevant papers (such as correspondence) which do define the extent.
9. The NICEIC does not normally become involved unless it can be demonstrated that the complainant has already brought the matter to the Approved Enterprise's attention in writing and given the Approved Enterprise opportunity to respond.
10. The NICEIC Complaints Procedure does not apply to financial issues.
11. The NICEIC Complaints Procedure does not apply if the work you are complaining about has already been corrected to your satisfaction.
12. Only describe electrical safety issues. Contractual, cost and functional performance matters are outside the scope of The NICEIC Complaints Procedure. Try to separate the matter you are complaining about into distinct electrical items such as consumer unit, cables, socket-outlets, certification or problems with a Periodic Inspection Report.  
If available, please enclose photograph(s) of the aspects of the electrical work being complained about.
13. None of the statements in the declaration are to be deleted or altered as this could result in the NICEIC being unable to assist in resolving your complaint by means of its Complaints Procedure.
14. The NICEIC Complaints Procedure cannot operate unless the complainant will allow the Approved Enterprise to be present at inspections, is willing and able to give access for the Approved Enterprise to carry out any necessary remedial work and undertakes to arrange access for the inspections(s) and remedial work if required to do so.

For further information on The NICEIC Complaints Procedure please see the leaflet provided by the NICEIC Group Ltd.

This document is available in other print formats.  
Please contact the Marketing Department on 01582 531000 to obtain a copy.