

CUSTOMER COMPLAINT FORM

All sections as marked * are to be completed prior to submitting this form

All personal details remain CONFIDENTIAL

Complaints will be acknowledged within 5 working days of receipt and a resolution within 15 days

*Name of Person making Complaint _____

*Residential Address _____

*Postal Address _____

*Contact Number/s _____ *Email _____

COMPLAINT DETAILS

Date of Incident (if relevant) _____ Time _____

*Location of Incident _____

*Who/What is the subject of your Complaint _____

*Summary of Complaint/Issue _____

*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?

Please note, a copy of this form may be provided to the contractor

AEG CONSTRUCTION LTD.

T: 01332 389 311 E: info@aegconstruction.co.uk W: www.aegconstruction.co.uk

ABOUT THE WORK

- *Type of Work _____
- *Type of Premises _____
- *What EEM measure was installed? _____
- *When Was the Installation Completed? _____
- *Why do you believe the work you have had carried out is unsatisfactory or unsafe? _____
- _____
- _____
- _____
- _____

WITNESS DETAILS (if applicable)

Name _____

Address _____

Daytime Contact Number _____ Email _____

COMPLAINT OUTCOME

*As a result of making this complaint, is there any outcome you would like?

Yes ☐ No ☐

If yes, please provide details: _____

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Please attach any documentation that will support your complaint.

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

ADDITIONAL INFORMATION

***DATE:** _____

***I have read the separate Complaints Procedure**

Yes ☐ No ☐

***I am willing to allow the contractor access to carry out any necessary remedial works, and be present at any site inspections if required**

Yes ☐ No ☐

***I agree to follow the AEG Construction Ltd. Consumer Code of Conduct**

Yes ☐ No ☐

***I have attached supporting documents**

Yes ☐ No ☐

WHAT OUTCOME ARE YOU HOPING FOR?

***To make AEG Construction Ltd. aware of my concerns regarding the contractor**

Yes ☐ No ☐

***For the contractor to return to rectify the issues raised**

Yes ☐ No ☐

Other (please state below:)

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