

COMPANY POLICY ON CUSTOMER COMPLAINTS

- Our company aims to keep the customer informed on all salient matters concerning the work.
- It is our aim to settle any complaints amicably.
- Complaints are recorded on our 'Customer Complaint Form' below. This form records details of the complaint, action taken by our company and the closing of the complaint.
- The complaint will be investigated thoroughly, promptly and with courtesy.
- Any work or actions in response will be dealt with promptly.
- Complaints of a technical nature that cannot be resolved will initially be referred to the NICEIC technical helpline. Thereafter the 'Inspection on Demand' facility offered by the ECA will provide independent technical inspection.
- If following an ECA inspection we do not put right any work deemed not to meet the relevant standards then the defective work may be put right by the ECA Warranty.

This policy will be reviewed annually.

David Smith

23rd December 2008.

Polarity Electrical Ltd

CUSTOMER COMPLAINTS FORM

DETAILS OF COMPLAINT

Name of complainant Date

Organisation (if applicable)

Address

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Tel E mail

Site (if different from above)

Nature of complaint

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RESPONSE / ACTION BY POLARITY ELECTRICAL LTD Date

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CLOSING OF COMPLAINT Date

Complaint satisfactorily resolved?