
Complaints Procedure

INTRODUCTION

SELECT is the trade association for the electrotechnical industry in Scotland. As a condition of membership, SELECT requires all members to carry out their work in accordance with the relevant standards and codes of practice and also to work to the SELECT Code of Practice.

If there are any doubts about the technical standard of work carried out by a SELECT member we undertake to investigate any complaint and make reasonable effort to bring the matter to a successful conclusion in accordance with this Complaints Procedure.

COMPLAINTS PROCEDURE

In the event of any complaint against a SELECT member the client should first give the member the opportunity to resolve the problem before SELECT can take action.

Where the above step proves unsuccessful, the client should register their complaint by completing and returning a SELECT Complaint Form which provides details of the complaint including the name of the member involved.

On receipt of the completed Complaint Form SELECT will ask the member to comment on the complaint to SELECT in writing within 14 days of receipt. It may be possible at that stage for the matter to be brought to an amicable solution.

Where appropriate, SELECT will carry out a site inspection accompanied by a representative of the member and a report will be prepared giving details of the work carried out and any deviations identified. Where necessary this report will be sent to the member who will be asked to rectify any deviations identified, at no cost to the client. The client will be given a general indication of the outcome of the site inspection.

Should the client require a copy of SELECT's report this should be sought from the member. The client must be willing to allow the member to carry out any remedial work identified. A further inspection of the completed work will normally be carried out by SELECT to ensure compliance with the appropriate standards.

CONDITIONS

1. SELECT normally only deal with complaints relating to the technical standard of work and the safe working practices of members. The member must have SELECT accreditation for the category of work which is the subject of the complaint e.g. Electrical Installations up to 1kV, Fire Detection and Fire Alarm

systems, Voice and Data Systems etc. This information can be obtained from SELECT or www.select.org.uk

2. SELECT cannot become involved in contractual or financial disputes other than to organise formal arbitration.
3. SELECT can normally only investigate a complaint where the work was carried out within the previous 12 months. SELECT cannot deal with complaints where another contractor has taken action to correct, alter or remove aspects of the work which are the subject of the complaint.
4. A complaint should normally be made by the person or organisation ordering the work i.e. the person or organisation who negotiated the terms and agreed the contract conditions, including the extent of the work.
5. SELECT is unable to become involved in any matter which is under current or intended consideration by a court of law.
6. Where the complaint is regarding work carried out by a SELECT member but this contractor is no longer in membership the client should in the first instance deal directly with the contractor. SELECT will assist by carrying out inspections and provide reports on the condition of the work to the parties involved. In the event of the contractor failing to respond satisfactorily, the actions outlined in 7. below may be applicable at the sole discretion of SELECT.
7. Where the complaint is regarding work carried out by a SELECT member but this member has ceased trading, SELECT at its sole discretion, may deal with the complaint and if required employ another SELECT member to assist. In this situation SELECT will underwrite costs up to £10,000 in respect of any one member in any period of twelve months.
8. Where a contract undertaken by a SELECT member cannot be completed because of that member's insolvency the SELECT Contract Completion Guarantee Scheme may apply in such circumstances. See www.select.org.uk
9. An independent Registration Board monitors the outcome of complaints handled by SELECT and any decision made can be appealed through that Body.



Complaint Form

This form is to be used where a client has a complaint against a SELECT member. Please note that the separate Complaints Procedure including Conditions should be consulted before completing this form.

CLIENT DETAILS	SELECT MEMBER
Name:	Name:
Address:	Address:
.....
.....
Tel No:
Mobile:	Contact:
E-mail:	

PLEASE COMPLETE a) TO g) BELOW referring to the separate SELECT Complaints Procedure (SCP)					
	Insert date			Tick appropriate box	
				Yes	No
a) Date work completed (see SCP Condition 3)					
b) Is the SELECT member aware of the complaint ? (see the SCP)					
c) Has an attempt been made to resolve the problem ? (see the SCP)					
d) Has the contractor been paid in full for the work ? (see SCP Condition 2)					
e) Was the work carried out through a 3 rd party e.g. a main contractor ? (see SCP Condition 4)					
f) Has an Electrical Installation Certificate been provided ?					
g) Has a Certificate of Construction for building warrant work been issued ?					

TYPE OF WORK e.g. new house, rewire of flat, new shop, new kitchen, extension to factory etc.	ADDRESS WHERE WORK CARRIED OUT (if different from the client's address given above).
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Please provide a brief description of the complaint overleaf.

For office use	
Date received:	Complaint No:

DETAILS OF COMPLAINT

BRIEF DESCRIPTION OF COMPLAINT (separate sheet(s) can be used if desired)

Number of separate sheets included, if appropriate:

Name of complainant

Signature: Date:

Please return completed form to:

Technical Services, SELECT, The Walled Garden, Bush Estate, Midlothian, EH26 0SB or e-mail
Bob.Cairney@select.org.uk

If you need help in completing this form contact Technical Services Tel No 0131 445 5577