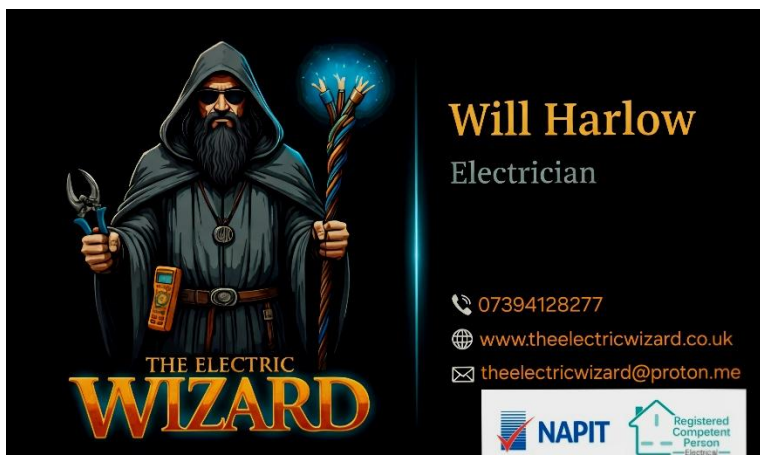


The Electric Wizard - Customer
Complaints Policy
Policy Version: 1.0
Effective Date: October 2025
NAPIT Membership: 81350



1. Our Commitment

"The Electric Wizard" is committed to providing the highest quality electrical services in North Norfolk. We strive for excellence in every job, from minor repairs to full installations. However, we recognise that sometimes things can go wrong. If you are dissatisfied with our service, workmanship, or conduct, this policy outlines the formal process for registering a complaint and the steps we will take to resolve it quickly and fairly.

2. Scope and Applicability

This policy applies to all services provided by "The Electric Wizard" (a sole trader business), covering issues such as:

- The quality of electrical work completed.
- The professionalism or conduct of the proprietor.
- Invoicing and administration.

3. How to Make a Complaint

To ensure your complaint is handled efficiently, all complaints must be submitted in writing. Please submit all complaints via email to theelectricwizard@proton.me with the subject "Complaint" followed by the installation location.

Required Information - Your name, address of the installation, a contact telephone number, a clear description of the complaint (including dates and job number, if known), and the resolution you are seeking.

We will not be able to formally process a complaint received solely by telephone or verbally at the site; however, we will provide guidance on submitting the complaint in writing.

4. Internal Complaints Procedure

We operate a two-stage internal resolution process with defined timescales:

Stage 1: Acknowledgement and Initial Assessment

- Acknowledgement: We will acknowledge receipt of your written complaint within 3 working days of receiving it.
- Initial Assessment: We will assign the complaint for investigation. If the issue is simple, we will aim to provide a full resolution within this period.

Stage 2: Investigation and Resolution

- Investigation: We will thoroughly investigate the complaint, which may involve a site visit, review of installation reports, and consultation with relevant suppliers/specialists.
- Formal Response: We aim to provide a full written response detailing our findings, conclusions, and proposed resolution within 15 working days of the acknowledgement date.
- Resolution Acceptance: If a resolution is proposed (e.g., remedial work, partial refund), we will require you to confirm acceptance of the proposal in writing within a reasonable timeframe.

If, for any reason, the investigation requires more than 15 working days, we will write to you to explain the delay and provide a revised target date for our final response.

5. External Resolution (NAPIT)

If you remain dissatisfied with our final response, or if eight weeks have passed since you first made your complaint and we have been unable to reach a satisfactory resolution, you have the right to refer your complaint to our designated Competent Person Scheme (CPS) operator, NAPIT. NAPIT's role is to ensure that certified work complies with the relevant building and safety regulations.

NAPIT Contact Details for Complaints

Organisation: NAPIT (National Association of Professional Inspectors and Testers)

Website: www.napit.org.uk

Telephone: 0345 543 0330

NAPIT will only review complaints concerning the technical standard of work or issues of non-compliance with the Building Regulations. They require evidence that you have exhausted our internal complaints procedure first.

6. Policy Review and Data Handling

We will keep a confidential record of all complaints received. This information will be used solely for internal quality assurance, monitoring trends, and improving our service delivery and policies. This policy will be reviewed annually to ensure it remains relevant and compliant with industry standards.