

ALTERNATIVE DISPUTE RESOLUTION

We are members of The National Inspection Council for Electrical Installation Contracting (NICEIC) which is an independent consumer safety organisation which publishes a Roll of Approved Electrical Installation Contractors. The electrical contractors on the Roll have to work to the technical standards set by NICEIC. NICEIC employs inspecting engineers to inspect work done by approved electrical contractors.

In the event we are unable to resolve a dispute by any other means NICEIC operates an internal complaints procedure to resolve disputes over the technical standard of work carried out by a NICEIC member. If necessary, a NICEIC inspecting engineer will inspect the work. If the contractor is found to be at fault, they will have to put the work right at no cost to you. If the contractor fails to put the work right, under its 'Guarantee of Standards Scheme' NICEIC will appoint another contractor to carry out the work. You will not have to pay for the work to be done. NICEIC will not investigate if the complaint is about the cost of the work, or the time taken to complete it. The contact details are:

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