

COMPLAINTS PROCEDURE

How to raise a concern with Chilvers Electrical, and how we will handle it.
Version 1.0 — September 2026

Chilvers Electrical is committed to providing high-quality electrical work and high standards of customer service. This procedure sets out how to raise a concern with us, and how we will handle it — fairly, promptly and professionally. It applies to domestic and commercial customers alike, and sits alongside section 20 of our Terms, Conditions & Exclusions.

1. HOW TO MAKE A COMPLAINT

If you are unhappy with any part of our work or service, please tell us as soon as you can, so we have the chance to put it right. You can complain in person, by telephone, by email or in writing — whichever suits you. You will never be charged for making a complaint.

Email info@chilverselectricalservices.co.uk

Telephone 07565 712070

Post Chilvers Electrical, 36 Barnsbury Gardens, Newport Pagnell, MK16 0PJ

2. WHAT TO TELL US

So that we can look into it properly, please give us as much of the following as you can:

- Your name and how best to contact you.
- The address where the work was carried out.
- The date of the work, and your invoice or quotation reference if you have it.
- A description of what has gone wrong, and what you would like us to do about it.
- Photographs, if they help show the problem.

3. ACKNOWLEDGEMENT

We will acknowledge your complaint **within 5 working days** of receiving it. We will confirm that we have it, tell you who is dealing with it, and set out what happens next. Chilvers Electrical is a sole trader business, so your complaint will be handled personally by Ashley Chilvers.

4. INVESTIGATION

We will investigate thoroughly and without prejudging the outcome. Depending on what has happened, that may involve:

- Reviewing the quotation, invoice, job notes, test results and certification.
- Reviewing photographs taken before and during the work.
- Returning to site to inspect the work, at a time convenient to you and at no charge.
- Seeking an independent opinion where a technical point is genuinely in dispute.

5. OUR RESPONSE

We aim to give you a **full written response within 10 to 15 working days** of acknowledging your complaint. If we need longer — for example because a site visit or a third party is involved — we will tell you why and give you a revised date.

Where we have got something wrong, we will say so, and we will put forward a fair and reasonable way to put it right. That may mean returning to correct the work, replacing materials, issuing corrected certification, or adjusting the invoice.

6. IF YOU ARE STILL NOT SATISFIED

Please tell us, and we will review the complaint again from the beginning, looking at it afresh rather than simply restating our first answer. We will confirm the outcome of that review to you in writing.

7. REFERRAL TO NAPIT

Chilvers Electrical is registered with NAPIT, and notifiable electrical work is registered with Building Control through the NAPIT scheme. If a complaint relating to notifiable electrical work cannot be resolved between us, it may be referred to NAPIT under their complaints procedure. NAPIT can be contacted at www.napit.org.uk.

Notifiable installation work is also covered by the NAPIT Work Quality Guarantee for six years from the date of installation. That insurance-backed guarantee covers the cost of putting right any non-compliance with the Building Regulations, up to £25,000, and applies even if Chilvers Electrical is no longer trading. Full terms are available from NAPIT.

8. ALTERNATIVE DISPUTE RESOLUTION

If a matter cannot be resolved through our complaints procedure or NAPIT's procedure, we will provide details of any relevant certified alternative dispute resolution (ADR) provider where applicable, and confirm whether we agree to use ADR for that dispute. Using this procedure does not affect your statutory rights under the Consumer Rights Act 2015, or your right to take the matter to court.

9. RECORDS AND LEARNING

We keep a record of every complaint and its outcome, and review them so that the same problem does not happen twice. Records are held securely, kept only as long as necessary, and handled in line with our privacy policy at www.chilverselectricalservices.co.uk.

10. REVIEW OF THIS PROCEDURE

This procedure is reviewed at least annually to make sure it remains effective and up to date. Next review due September 2027.