



FOR OFFICE USE ONLY

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OFTEC (Oil Firing Technical Association)

Foxwood House, Dobbs Lane, Kesgrave

Ipswich, Suffolk IP5 2QQ

Telephone 0845 6585080 Fax 0845 6585181

www.oftec.org enquiries@oftec.org

NOTIFICATION OF COMPLAINT

Regarding the technical standard of Oil Firing Works, including Certification by a Registered Business

Before submitting this form, please consult the OFTEC Complaints leaflet 'What to do if I have a complaint' available from OFTEC or from the OFTEC website to ascertain whether OFTEC will be able to assist in resolving your complaint by means of this complaint procedure.

1. Complainant / Customer

Name and address of complainant

Name
Address
Postcode

Telephone:

Home
Work
Mobile
E-mail

If you are not the person who ordered the oil firing works please give the following additional details: (See note 1 on the back of this form).

as appropriate

Yes No

I am making this complaint for and on behalf of the customer	<input type="checkbox"/>	<input type="checkbox"/>
Do you have authorisation to make this complaint on behalf of a person holding the contract of work? If no, please give brief explanation below	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>		
I am a regular user of the oil fired installation at section 3.	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>	

Name and address of person holding contract of works (if different from complainant)

Name
Address
Postcode

Telephone:

Home
Work
Mobile
E-mail

2. OFTEC Registered Business

Please give details of the OFTEC Registered Business responsible for the oil fired work, certification or reporting. (See note 2 on the back of this form).

Trading name and address:

Trading name
Address
Postcode

Technician involved:

Name
Reg. No.

OFTEC Business Registration number (if known)

C

3. Oil fired installation

Address of oil fired installation if different from section 1

Address

Postcode

Type of premises as appropriate

Domestic

Other, please specify below

Name of oil user

Telephone:

4. Nature of Oil fired work complained about

Please the relevant box(es)

New storage tank installation

New boiler/cooker installation

Service or repair

Unvented hot water storage system

Lack of, or incorrect certification

Other, please specify

5. Further details of oil fired work complained about

as appropriate

Yes No

Day / Month / Year

Does the OFTEC Registered Business claim that the work is complete? (see note 3) If yes, please state completion date	<input type="checkbox"/>	<input type="checkbox"/>
Has full payment been made for the work undertaken?	<input type="checkbox"/>	<input type="checkbox"/>
Has the work been corrected or worked on by others since the OFTEC Registered Business became involved? (see note 4)	<input type="checkbox"/>	<input type="checkbox"/>
Was the work covered by a specification or drawing? If yes, please supply a copy with this form.	<input type="checkbox"/>	<input type="checkbox"/>

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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6. Certificates and forms

Please indicate below whether the OFTEC Registered Business has issued any of the following for the installation at Section 3

as appropriate

Yes No

Installation Completion Report CD/10 or equivalent	<input type="checkbox"/>	<input type="checkbox"/>
Commissioning Report CD/11 or equivalent	<input type="checkbox"/>	<input type="checkbox"/>
Risk Assessment form (Tank installation) TI/133D or equivalent	<input type="checkbox"/>	<input type="checkbox"/>
For installation/commissioning, has a Building Regulations Compliance Certificate been issued. If yes, give details. (see note 5)	<input type="checkbox"/>	<input type="checkbox"/>
Unvented hot water storage system logbook	<input type="checkbox"/>	<input type="checkbox"/>

Please attach a copy of all pages of each of the certificates/reports that the OFTEC Registered Business has issued to you. (See note 6).

Certificate number

7. Other relevant information

as appropriate

Yes No

Day / Month / Year

The date when you first advised the OFTEC Registered Business about the matter in writing (see note 7) *	<input type="checkbox"/>	<input type="checkbox"/>
Has the OFTEC Registered Business replied to you in writing with regard to the matter? If Yes, please state date of reply.*	<input type="checkbox"/>	<input type="checkbox"/>
Does the dispute with the Registered Business involve financial as well as technical competence issues? (see note 8)	<input type="checkbox"/>	<input type="checkbox"/>
Has the Registered Business taken any remedial action in relation to the work complained about? If yes, please detail in section 8.	<input type="checkbox"/>	<input type="checkbox"/>
If the answer to the previous question is yes, has the remedial action corrected the work about which you are complaining? (see note 11)	<input type="checkbox"/>	<input type="checkbox"/>

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

* Please enclose a copy of the correspondence

9. Submission checklist

Please indicate the enclosures which support your complaint and will assist any investigation.
Please enclose copies – not the original forms.

✓ as appropriate

	Yes	No
Installation Completion Report CD/10 or equivalent	<input type="checkbox"/>	<input type="checkbox"/>
Commissioning Report CD/11 or equivalent	<input type="checkbox"/>	<input type="checkbox"/>
Risk Assessment form (Tank installation) TI/133D or equivalent	<input type="checkbox"/>	<input type="checkbox"/>
Condensing boiler assessment form CD/30	<input type="checkbox"/>	<input type="checkbox"/>
Unvented hot water storage system logbook	<input type="checkbox"/>	<input type="checkbox"/>
Quotation for works carried out	<input type="checkbox"/>	<input type="checkbox"/>
Invoice for works carried out	<input type="checkbox"/>	<input type="checkbox"/>
Receipt of payment for works carried out	<input type="checkbox"/>	<input type="checkbox"/>
Relevant correspondence with Registered Business	<input type="checkbox"/>	<input type="checkbox"/>
Relevant photographs	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify) <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signed

Name in
capitals

Day / Month / Year

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please send this form and submissions by fax, post or email to OFTEC
(All contact details are to be found on Page 1 of this form)

Notes

- Normally, any complaint should be made by the person that ordered the oil fired works or someone acting on their behalf and at their request. Only in exceptional circumstances will OFTEC offer its Complaints Procedure to a third party.
- The OFTEC Complaints Procedure only applies to the technical standard of works carried out by a Registered Business.
- If no, the OFTEC Complaints Procedure does not normally apply.
- If yes, the OFTEC Complaints Procedure may not apply.
- May also be known as 'Building Regulations Works Notification Certificate'.
- Where these documents do not clearly define the extent of the work that was carried out by the OFTEC Registered Business, please attach copies of any relevant papers (such as correspondence) which do define the extent.
- OFTEC does not normally become involved unless it can be demonstrated that the complainant has already brought the matter to the OFTEC Registered Businesses attention in writing and given the OFTEC Registered Business opportunity to respond.
- The OFTEC Complaints Procedure does not apply to financial or contractual issues or disputes
- The OFTEC Complaints Procedure does not apply if the work you are complaining about has already been corrected to your satisfaction.
- Only describe oil firing safety and/or technical competence issues. Contractual and cost matters are outside the scope of the OFTEC Complaints Procedure. Try to separate details of the matter you are complaining about into separate items such as oil storage tank, boiler /cooker, supply line etc. If available please include photograph(s) of the aspect of the installation being complained about.
- The OFTEC Complaints Procedure cannot operate unless the complainant will allow the OFTEC Registered Business to be present at inspections, is willing and able to give access to the OFTEC Registered Business to carry out any necessary remedial work and undertakes to arrange access for the inspection(s) and remedial work if required to do so.

For further information on the OFTEC Complaints Procedure please see the leaflet provided as a free download by OFTEC. http://www.oftec.org/complaints_procedure.htm