

How we can help

NAPIT operates a consumer complaint procedure so consumers can ask for complaints against NAPIT Registered Businesses or Technicians to be investigated.

This guidance leaflet will explain this procedure, what you can expect from it and the process that follows.

We like happy endings



Promoting excellence
in Electrical, Ventilation,
Plumbing and Heating

Who we are

NAPIT is the National Association of Professional Inspectors & Testers, and operates within the United Kingdom, Isle of Man, Ireland and the Channel Islands.

NAPIT is responsible for managing training, assessment and registration of Technicians working in the Electrical, Ventilation, Plumbing and Heating sector. Registered Technicians are personally assessed by the NAPIT Inspection Team to maintain standards.

NAPIT has been charged by the Department for Communities and Local Government (DCLG) to operate a 'competent persons' scheme in England and Wales that allows NAPIT Registered Technicians to 'self certify' installation work in place of obtaining a Local Authority Building Control Notice. This means that NAPIT Registered Technicians can self certify that their work in the Electrical, Ventilation, Plumbing and Heating trades meets all the relevant Building Regulations and Standards.



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What to do if you have a complaint



What sort of complaints can NAPIT investigate?

NAPIT can investigate complaints made against NAPIT Registered Businesses and/or NAPIT Registered Technicians where a lack of technical competence is a concern. For example, if any work undertaken doesn't comply with Building Regulations, British Standards or has resulted in an unsafe situation.



Wherever possible we recommend that you try and resolve the issue directly with your installer, then contact NAPIT if the situation cannot be resolved.

Unfortunately we cannot mediate between householders and NAPIT Registrants concerning any contractual or financial disagreements, unless a written contract for the work has been issued.

How do I make an official complaint about a NAPIT Registered Business or Technician?

To investigate a complaint we need full details in writing, together with any supporting documentation such as quotations, correspondences or invoices. Please send everything together with your name, address and contact telephone number to NAPIT Customer Services, 4th Floor, Mill3, Pleasley Vale Business Park, Mansfield, Nottinghamshire NG19 8RL. We will also need to know details of the company and the technician involved.

Please note that in some cases, NAPIT can only progress with investigations that are supported by a contract of work agreed by the complainant and the other party.



How will NAPIT investigate?

Once we receive everything in writing we will review all the evidence. It is our policy to conduct a fair and balanced investigation, and remain impartial between parties.

We may send a NAPIT inspector to assess the work, and this will be done as quickly and conveniently as possible. The Registered Technician will be invited to attend. In some cases we understand that the householder might not wish the Technician to return to the property. In these instances the site inspection and the complaints process may be hindered.

It is important to note that site inspections are not always necessary and are at the discretion of NAPIT.



What does a Site Inspection involve?

If we decide a site inspection is necessary, we will send one of our Inspectors to assess whether the work has been carried out in accordance with relevant Building Regulations, British Standards, NAPIT recommendations or Codes of Practice.

The NAPIT Inspectors will observe and report findings, but will not alter, repair or adjust any equipment. Inspections do not constitute a safety check or service, and/or nullify the need for such.

All findings and complaint documents will remain confidential and the property of NAPIT.

What happens after the Site Inspection?

If we find that the complaint is valid, NAPIT will issue the Registered Business or Technician with a rectification notice to put the work right. The householder can expect that any rectification work should be done without further charge, providing it was included in the original contract of work.

If the rectification work is not done satisfactorily or no contract of work was agreed, the business or technician, may jeopardise their NAPIT registration.

If we find the complaint cannot be justified, NAPIT will write to both parties informing them it cannot uphold the complaint and is unable to take the matter further.

What if the householder doesn't want the Technician back to carry out the rectification work?

NAPIT can only issue rectification notices against the original Business or Technician responsible. If the householder will not allow them back to put the work right, NAPIT's involvement in the matter can go no further, except for any action we may take against the Registrant if there are issues of safety or non-compliance with Regulations.



Will NAPIT compensate the householder?

NAPIT will not compensate or reimburse monies in regard to non-compliant work by NAPIT Registered Businesses or Technicians, but may invoke the Work Guarantee Scheme Warranty.

Insurance

NAPIT operate a Work Guarantee Scheme that can be invoked by the complaints procedure, however this cover is only for work that has been agreed in writing prior to any work commencing and may only be compliant following the issue of a work completion certificate.



If you ever need to make a complaint please call NAPIT on
0845 543 0330