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Mr K Arrowsmith

Our Ref:
16 April 2008

Dear Mr Arrowsmith

**COMPLAINT IN CONNECTION WITH AN ELECTRICAL INSTALLATION AT 184
LANDGUARD ROAD, EASTNEY, PORTSMOUTH, HANTS, PO4 9DU**

We refer to the Mediation Visit at the above address conducted by our Senior Regional Engineer, Mr M Watt, on 10 April 2008, in connection with your complaint about work carried out by Keystone Construction UK Ltd.

We regret to advise you that the standard of work was found to be below that expected of an Approved Enterprise, in that deviations from BS 7671 (the IEE Wiring Regulations) or other relevant Codes of Practice were found. Please find a copy of the mediation report enclosed for your records.

We have requested the Approved Enterprise to complete the necessary remedial action to correct the noted deviations by 06 May 2008, as agreed by all parties concerned at the Mediation Visit. **It is important that you allow the Approved Enterprise reasonable access to carry out the remedial action.**

As also agreed on the day, our Senior Regional Engineer will carry out a further Special Inspection, on 06 May 2008, at which both you and the Approved Enterprise are to be represented, to check that the remedial action has been completed satisfactorily.

Yours sincerely

Consumer Relations Co-ordinator
Telephone: 01582 539036
E-mail: consumercomplaints@niceic.com

View the NICEIC Complaints Procedure at:
<http://www.niceic.com/downloads/other-downloads/>

Enclosure