



Warwick House
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Mr K Arrowsmith

Our Ref:
25 January 2008

Dear Mr Arrowsmith

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

Further to our previous communication regarding an electrical installation at the above mentioned property

NICEIC are of the understanding that Keystone Construction Ltd have offered on many occasions to return to site, without prejudice and complete the works. The contractor has also informed us that the installation is incomplete and not energised. Unfortunately this would place the complaint outside the remit of the NICEIC and Trustmark complaint procedure. Until the electrical installation is complete and energised the electrical installation does not pose any electrical safety issues.

As previously advised, NICEIC suggest you accept the contractor's offer of their return to site.

Should you wish to pursue the complaint against the approved enterprise, we suggest that you contact your local Trading Standards Officer, whose address and telephone number can be found in your telephone directory. Alternatively you may wish to contact Consumer Direct on 08454 04 05 06.

We regret that we are unable to be of further assistance.

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/>