

Information

How to make a complaint

If you wish to lodge a complaint against a CAI Member, please print off and complete the 'Complaint Form' along with any attachments you feel are necessary to support your claim. The completed form should be sent to,

**CAI Ltd
Complaints Committee
41 Market Street
Watford
Hertfordshire
WD18 0PN**

All complaints must be submitted in writing via post. The CAI does not have a mechanism or a process in place to respond to complaints received by email. Please also note that if your complaint is solely regarding the price charged and not related to the service received, you must address your complaint to your local Trading Standards Office. This is usually administered by your local council authority. The CAI does not have control over price estimations, quotations and invoice charges. We can only conciliate relating to work that is incorrectly installed or fails to deliver the required services.

Complaint Form

Your Details

Title	<input type="checkbox"/>	Mr	<input type="checkbox"/>	Miss	<input type="checkbox"/>	Ms	<input type="checkbox"/>	Mrs	<input type="checkbox"/>
First Name									
Surname									
Address									
Post Code									
Telephone Number/s									
Email Address									

Someone Complaining on your Behalf.

If someone is complaining on your behalf (eg. Relative) please provide their details for correspondence.

Title	<input type="checkbox"/>	Mr	<input type="checkbox"/>	Miss	<input type="checkbox"/>	Ms	<input type="checkbox"/>	Mrs	<input type="checkbox"/>
First Name									
Surname									
Address									
Post Code									
Telephone Number/s									
Email Address									

Trader & Transaction Details

Look on your invoices, receipts or contracts to get the correct name and address of the trader.

Company Name									
Engineer/Contact									
Address									
Post Code									

How you paid the trader	<input type="checkbox"/>	Cash	<input type="checkbox"/>	Bank Card	<input type="checkbox"/>	Cheque	<input type="checkbox"/>	BACS
	<input type="checkbox"/>	No Payment						

Method of transaction	<input type="checkbox"/>	Telephone	<input type="checkbox"/>	In Person	<input type="checkbox"/>	No Payment
	<input type="checkbox"/>	Other				

Original Date of Service		/		/	
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Confederation of Aerial Industries Ltd

Communications House, 41a Market Street, Watford, Herts WD18 0PN

Telephone: 01923 803030 Facsimile: 01923 803203

Email: office@cai.org.uk Website: www.cai.org.uk

Secretary: Beverley K Walker FIAM FSCTE

Details of your Complaint
Original installation request

Please provide details of your complaint

What has the trader offered to do to resolve your complaint or what reasons have they given in refusing your request?

What would you like the trader to do to resolve the matter?

Attachments
We advise you include copies of receipts, contracts, warranties that were provided by the trader to support your complaint. If you feel photographic evidence would be relevant please forward with this form.

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Declaration

Please read and sign the declaration below.

- I'd like the Confederation of Aerial Industries Ltd to look into my complaint. To the best of my knowledge, all the information I've given you is accurate.
- I understand that you resolve complaints by post only.
- I understand that you will need some personal details about me, that you might need to share with the business involved and other relevant organisations and that you might need to ask them for information that's relevant to my case.
- I understand that all Independent Adjudicator final decisions may be viewed by a trusted third party.

Name		
Signature		
Date	/	/

- Please sign here, if someone else has complained on your behalf to confirm they. This shows you have given them your permission to complain for you.

Name		
Signature		
Date	/	/