

Complaint about NAPIT activities



This form must be completed by the complainant or any assisting party who would like to make a formal complaint about a NAPIT activity or service provided. NAPIT are committed to investigate all complaints as part of our continual improvement.

This form is not to be used for complaints against a NAPIT member. Please follow the link for [Complaints against a NAPIT member](#).

Please complete this form as fully as possible to assist us in processing your complaint. If you have any problems filling in this form please contact Customer Services on 0345 543 0330.

Section 1. Complainant Details

Name	<input type="text"/>	Telephone (preferred)	<input type="text"/>
Address	<input type="text"/>	Telephone (alternative)	<input type="text"/>
Postcode	<input type="text"/>	Email Address	<input type="text"/>

Please complete the following details if you are a NAPIT member

Company Name	<input type="text"/>	Postcode	<input type="text"/>
Company Address	<input type="text"/>	NAPIT Member Number	<input type="text"/>
		Tradesperson Name	<input type="text"/>

I confirm I am the complainant

If you are completing this form on behalf of the complainant please summarise your involvement below and then complete Section 2 (maximum 1000 characters) *Please be aware that if you do not have the complainant's permission to make this complaint the process may be hindered.*

Section 2. Complaint Details

Please indicate the nature of the complaint: *(Tick all that apply)*

- | | | |
|---|--|--|
| <input type="checkbox"/> Sales | <input type="checkbox"/> NAPIT Publication | <input type="checkbox"/> NAPIT Tenderspace |
| <input type="checkbox"/> Application Process | <input type="checkbox"/> NAPIT Webinar | <input type="checkbox"/> NAPIT Desktop |
| <input type="checkbox"/> Assessment | <input type="checkbox"/> Trade Association | <input type="checkbox"/> NAPIT Mobile |
| <input type="checkbox"/> Improvement Action Clearance | <input type="checkbox"/> NAPIT Training | <input type="checkbox"/> Members Login Area |
| <input type="checkbox"/> Certification | <input type="checkbox"/> Premier Training | <input type="checkbox"/> Notification System |
| <input type="checkbox"/> Suspension of Certification | <input type="checkbox"/> NAPIT Calibration | <input type="checkbox"/> Installer Search |
| <input type="checkbox"/> Withdrawal of Certification | <input type="checkbox"/> NAPIT Direct | <input type="checkbox"/> NAPIT Website |
| <input type="checkbox"/> Consumer Complaint Handling | <input type="checkbox"/> NAPIT Drive | <input type="checkbox"/> NAPIT Forum |
| <input type="checkbox"/> NAPIT Compliance Panel | <input type="checkbox"/> NAPIT Legal | <input type="checkbox"/> NAPIT Blogs |
| <input type="checkbox"/> NAPIT Insurance | <input type="checkbox"/> NAPIT Keep Busy | <input type="checkbox"/> Other <i>(please give full details below)</i> |

Please provide below the complaint details

Section 2. Complaint Details (Continued)

Have you raised your complaint directly with NAPIT personnel? Yes No

Date contacted

If Yes, please summarise the response. If No, please state why (Max 1000 characters)

Section 3. Declaration

Thank you for taking the time to complete this form. We suggest you save a copy for your records.

By submitting this form you are declaring that the information provided in this form is correct.

If you do not receive an acknowledgement within 5 working days please contact NAPIT Customer Services on 0345 543 0330.

Please Note:

1. The complaint will be investigated by the manager of the department in question in the first instance.
2. Once a conclusion has been reached, you can request for the complaint to be escalated to the Group Quality Manager.
3. General courtesy towards NAPIT members of staff and representatives will be essential to the continuation of the complaint handling process and maintenance of certification where appropriate.
4. NAPIT may suspend the investigation of this complaint if you take legal action against NAPIT.

By submitting the complaint form, I declare that I have read and understood the 4 points above and that I agree with each of them.

Date submitted to NAPIT

Complainant Signature