

FER COMPLAINT FORM

Please give as much information as possible. Use a separate sheet if necessary.

Complainant's details:

Title:
Surname:
First name/s:
Address:
Postcode:
Telephone number/s

FER Member's details:

Company Name:
Address:
Postcode:
Telephone number/s:
Contact name:
(The person you were dealing with)

Vehicle details:

Type of vehicle:
(Car, truck, bus etc.)
Make:
Model:
Year:
Registration number:
Size of engine:
Engine number:
VIN / Chassis Number:
Speedometer reading: (When vehicle was submitted for work)
Speedometer reading:
(At time of failure)
Cause of original failure:

Payment details:

1. The price invoiced for the work: £ _____
2. Have you paid all the money due?
Yes
No *If no, what amount remains outstanding?* £ _____
3. How was the money paid ?
e.g. cheque / credit card / cash / switch etc? _____
4. Date paid _____

Job details:

1. Please give details of the work carried out: _____
2. Was a written estimate or quotation given for the work? Yes No
If yes, please attach a copy.
3. Was any extra work agreed to? Yes No
If yes. Please give details of work agreed and state with whom:

4. Was the work subject to any formal guarantee? Yes No
If yes, please attach a copy.

5. What was the agreed start date for the work? _____

The Complaint

1. Describe any work carried out which you consider unsatisfactory.

2. Please give details of events leading to failure and all relevant information:

3. Have you informed the FER member of the problem? Yes No
If yes, has any attempt been made to rectify the faults?
Please give details:

4. Have you obtained any professional reports on the work? Yes No
If yes, please attach a copy & any relevant correspondence.

5. Have you complained to Trading Standards or any other body? Yes No
If yes, what have they advised:?

6. Have you consulted solicitors? Yes No
If yes, what have they advised?
Please attach any correspondence.

7. What outcome are you hoping to achieve in this dispute?

8. Would you be willing to use the independent Arbitration Service if necessary?
Yes No

Signature: _____

Date: _____

Please make sure that copies of all documents relating to this complaint are sent with this form e.g. correspondence, quotations, invoices, receipts, warranties etc.

In signing this form, it is assumed that you are giving your approval for the FER to send copies of your documentation to the member concerned.

If completing form on line please tick the box. In doing so it is assumed that you are giving your approval for the FER to send copies of your documentation to the member concerned.

Thank you for your assistance. The Federation of Engine Re-Manufacturers will acknowledge receipt of this completed form, and take the matter up with the member. Please return the completed form to:-

Federation of Engine Re-Manufacturers

59 Mewstone Avenue

Wembury

Plymouth PL9 0JT

