

Complaint Procedure

Platinum Promise

Platinum Promise is our commitment to you to make sure that installation work is safe and meets the required regulations. Our Platinum Promise will protect you should installation work undertaken by a NICEIC registered contractor not meet the required building regulations or installation standards.

As part of our Platinum Promise we will support you through our resolution process, helping to make sure installation work is right. Platinum Promise can take necessary steps to put work right in the event that a registered installer is no longer able to.

The Platinum Promise can be used if:

- The contractor was registered with NICEIC for the type of work undertaken at the time the installation was complete
 - The work has been fully completed within the last six years.
- If your complaint falls outside of the above, we may be able to signpost you to other organisations that may be able to support you. The Platinum Promise is provided through the [NICEIC Complaints Process](#).

In the event that the NICEIC registered installer is no longer able to rectify work that is unsafe or does not meet the required regulations, NICEIC will commission remedial work to make the work compliant using an alternative contractor up to the maximum value of £25,000. This is subject to exclusions which can be seen by [clicking here](#).

See more at: <https://www.niceic.com/find-a-contractor/platinum-promise#sthash.4QIAyCs9.dpuf>