

OFTEC is the Oil Firing Technical Association, and operates within the United Kingdom, Isle of Man, Ireland and the Channel Islands.

OFTEC Registration Services is responsible for managing training, assessment and registration of Technicians working in the oil heating and cooking sector. Registered Technicians are independently assessed every five years and also have their work assessed periodically by the OFTEC Team of Regional Inspectors.

OFTEC has been charged by the Office of the Deputy Prime Minister to operate a 'competent persons' scheme in England and Wales that allows OFTEC Registered Technicians to 'self certify' installation work in place of obtaining a Local Authority Building Control Notice. This means that OFTEC Registered Technicians can self certify that their work meets all the relevant Building Regulations and Standards.

OFTEC Registration Services operate a consumer complaint procedure so consumers can ask for complaints against OFTEC Registered Businesses or Technicians to be investigated. This guidance leaflet will explain this procedure, what you can expect from it and the process that follows.



Registration Services

OFTEC

Oil Firing Technical Association
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What to do if you have a complaint



Registration Services

What sort of complaints can OFTEC investigate?

OFTEC can investigate complaints made against OFTEC Registered Businesses and/or OFTEC Registered Technicians where a lack of technical competence is a concern. For example, if any work undertaken doesn't comply with Building Regulations or has resulted in an unsafe situation.

Wherever possible we recommend that you try and resolve the issue directly with your installer, but to contact OFTEC if the situation cannot be resolved.

Unfortunately we cannot mediate between householders and OFTEC Registrants concerning any contractual or financial disagreements.

How do I make an official complaint about an OFTEC Registered Business or Technician?

To investigate a complaint we need full details in writing, together with any supporting documentation such as quotations, correspondence or invoices. Please send everything together with your name, address and contact telephone number to OFTEC, Foxwood House, Dobbs Lane, Kesgrave, Ipswich IP5 2QQ. We will also need to know details of the company and the technician involved.

How will OFTEC investigate?

Once we receive everything in writing we will review all the evidence. It is our policy to conduct a fair and balanced investigation, and remain impartial between parties.

We may send an OFTEC Inspector to assess the site, and this will be done as quickly and conveniently as possible. The Registered Technician will be invited to attend, but may decline. In some cases we understand that the householder might not wish the Technician to return to the property. In these instances the site inspection and the complaints process may be hindered.

It is important to note that site inspections are not always necessary, and are at the discretion of OFTEC.

What does a Site Inspection involve?

If we decide a site inspection is necessary we will send one of our OFTEC Regional Inspectors to assess whether the work has been carried out in accordance with relevant Building Regulations, British Standards, OFTEC recommendations and Codes of Practice.

OFTEC Regional Inspectors will observe and report findings, but will not alter, repair or adjust any equipment. Inspections do not constitute a safety check or service, and/or nullify the need for such.

All findings and complaint documents will remain confidential and the property of OFTEC.

What happens after the Site Inspection?

If we find that the complaint is valid, OFTEC will issue the Registered Business or Technician with a rectification notice to put the work right. The householder can expect that any rectification work should be done without further charge, providing it was included in the original contract of work.

If the rectification work is not done satisfactory, the business or technician may jeopardise their OFTEC registration.

If we find the complaint cannot be justified, OFTEC will write to both parties informing them it cannot uphold the complaint and is unable to take the matter further. OFTEC does not become involved in financial or contractual disputes, and will only deal with complaints regarding safety or standards.

What if the householder doesn't want the Technician back to carry out the rectification work?

OFTEC can only issue rectification notices against the original Business or Technician responsible. If the householder will not allow them back to put the work right, OFTEC's involvement in the matter can go no further, except for any action we may take against the Registrant if there are issues of safety or non-compliance with regulations.

Will OFTEC compensate the householder?

OFTEC will not compensate or reimburse monies in regard to non-compliant work by OFTEC Registered Businesses or Technicians.

What if my Technicians isn't OFTEC Registered?

OFTEC cannot investigate complaints against non-registered Businesses or Technicians.

In some instances, OFTEC can offer a chargeable inspection and findings report. This will not constitute an expert witness statement, and we cannot assist in subsequent legal proceedings unless required to do so by court. In these instances, OFTEC's expenses must be covered.

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for further details on OFTEC
chargeable inspections please call
0845 6585 080



**Registration
Services**

Promoting excellence in oil fired heating and cooking