

Attn: Chris Holmes  
 Federation of Engine Re-Manufacturers  
 Aftermarket House  
 Marlin Business Park  
 1250 Chester Road  
 West Bromwich  
 Birmingham  
 B35 7AZ



## Complaint Form

Please give as much information as possible.

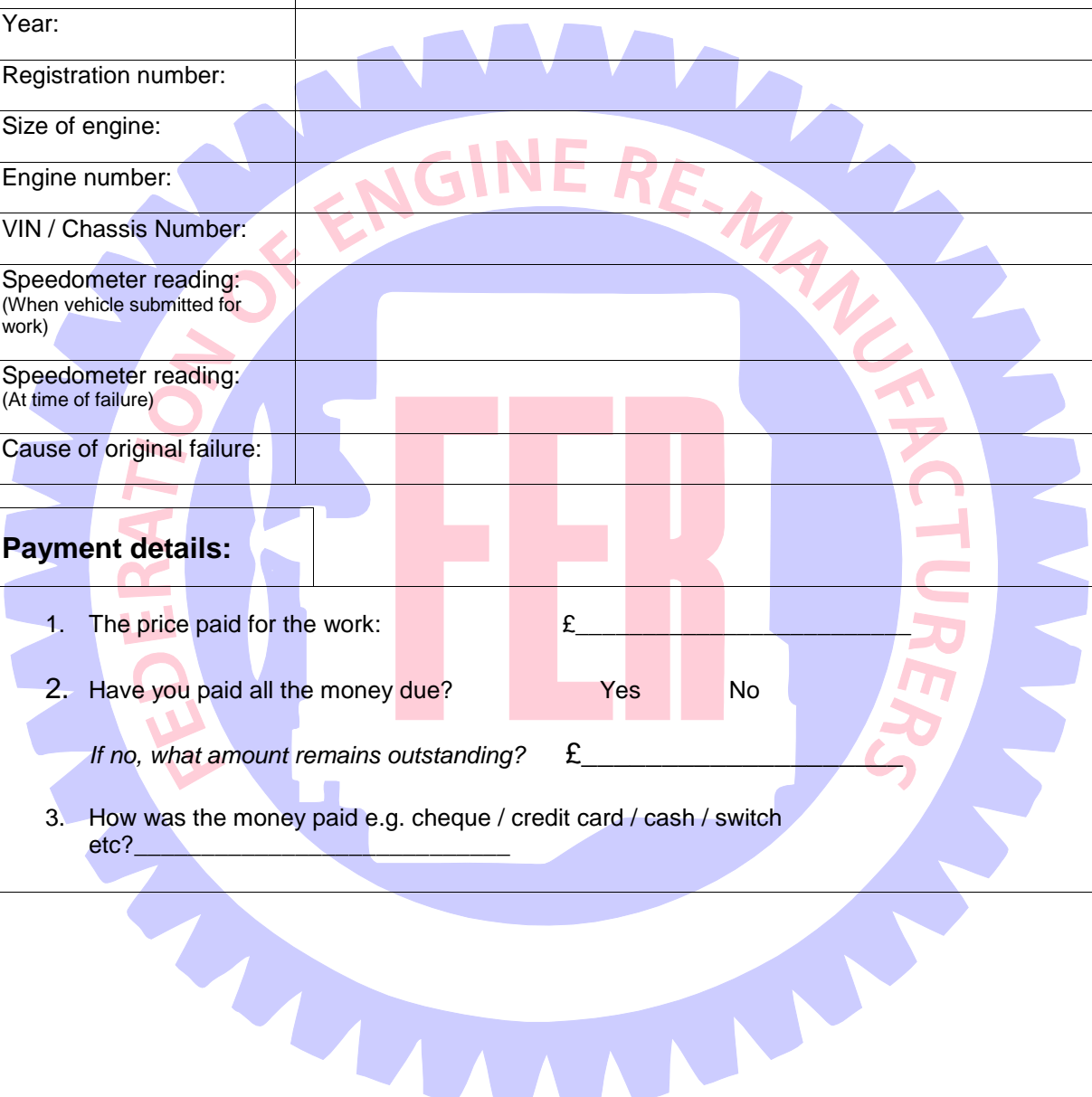
Use a separate sheet if necessary.

<b>Complainant's details:</b>	
Title:	
Surname:	
First name/s:	
Address:	
Postcode:	
Telephone number/s:	

<b>FER Member details:</b>	
Company Name:	
Address:	
Postcode:	
Telephone number/s:	
Contact name: (The person you were dealing with)	

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

<b>Payment details:</b>	
1. The price paid for the work:	£ _____
2. Have you paid all the money due?	Yes      No
<i>If no, what amount remains outstanding?</i>	£ _____
3. How was the money paid e.g. cheque / credit card / cash / switch etc?	_____



**Job details:**

1. Please give details of the work carried out:

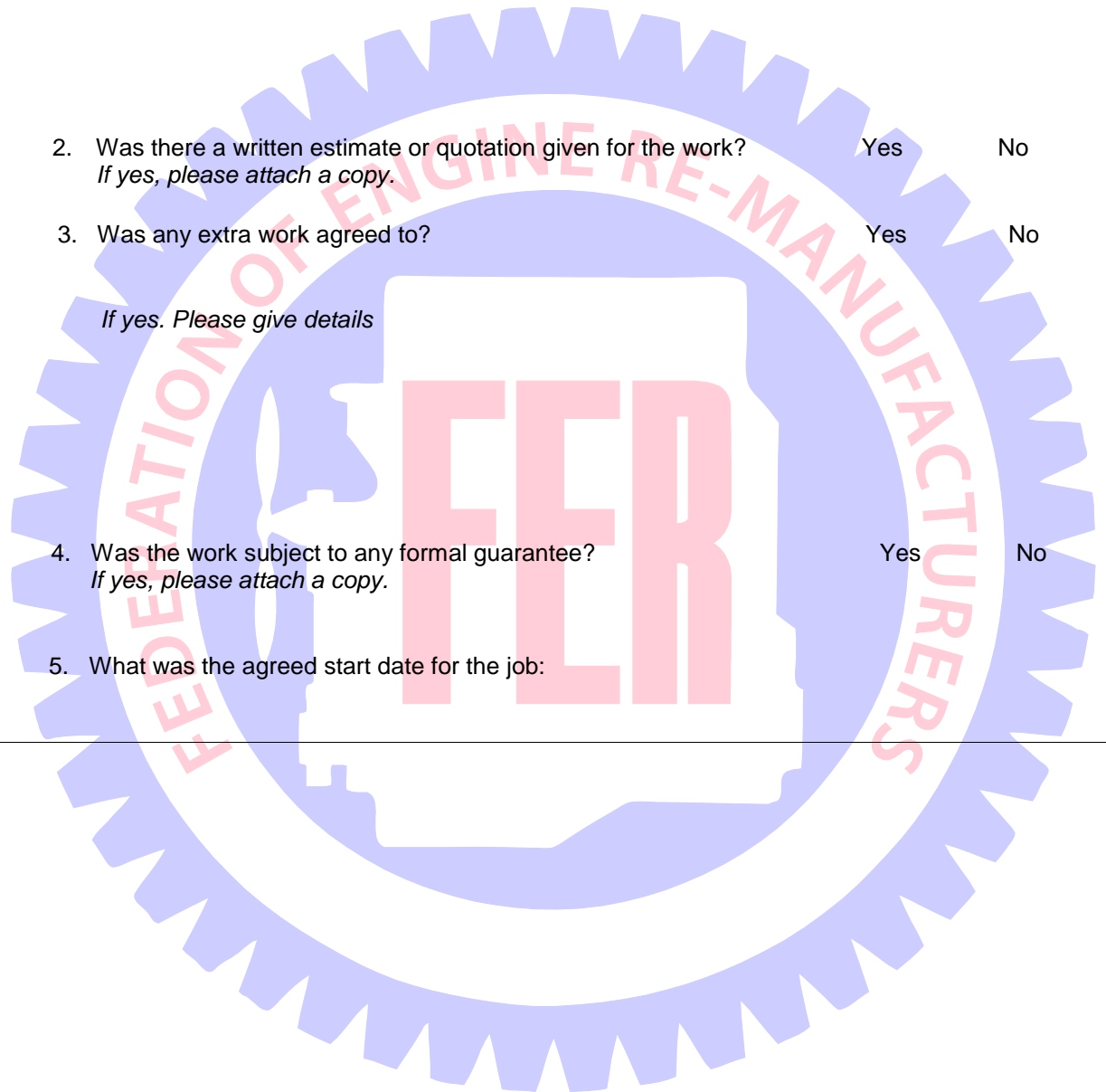
2. Was there a written estimate or quotation given for the work? Yes No  
*If yes, please attach a copy.*

3. Was any extra work agreed to? Yes No

*If yes. Please give details*

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 job:



**The Complaint:**

1. Describe any work carried out which is unsatisfactory. Please give details of events leading to failure and all relevant information:

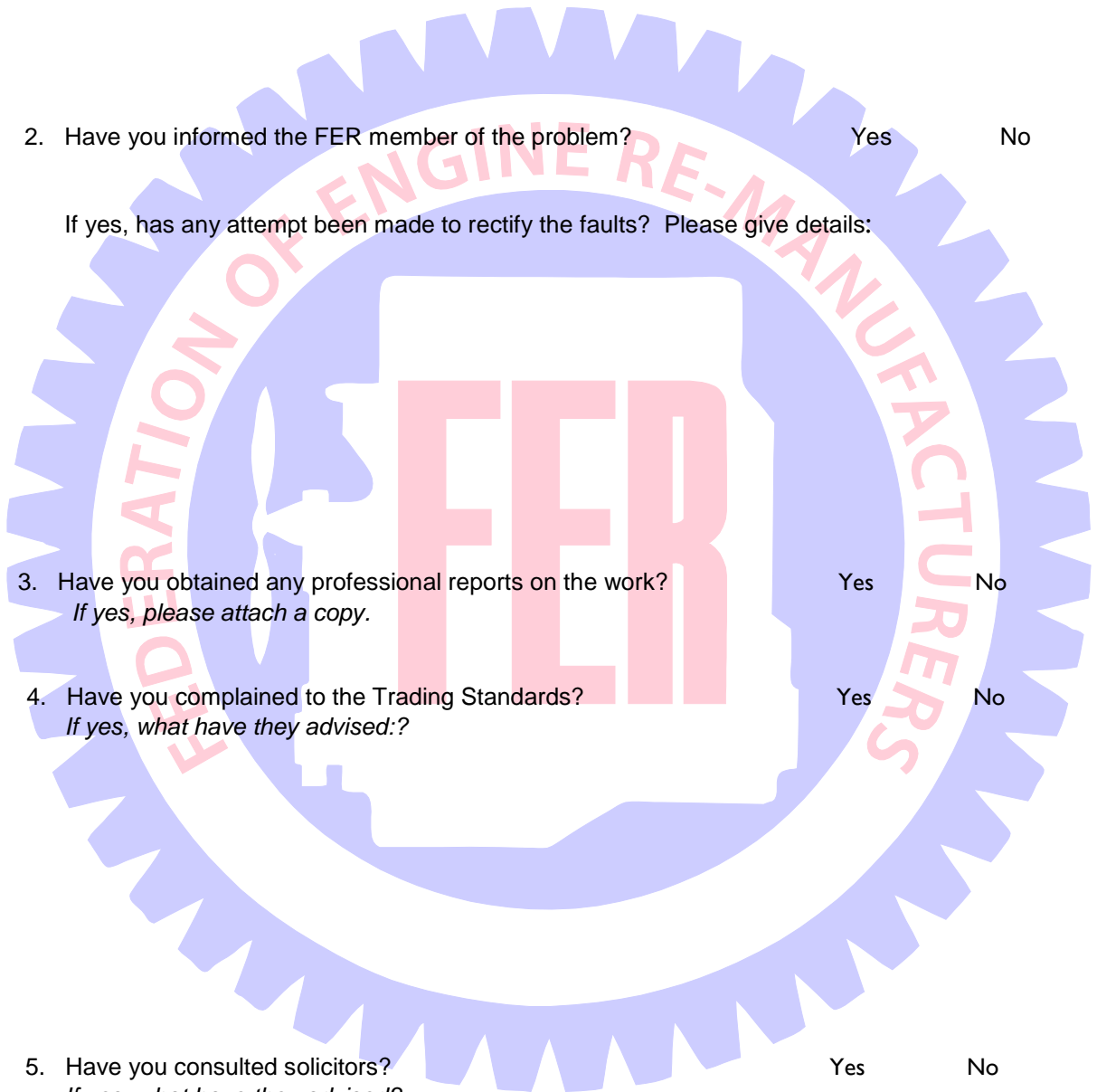
2. Have you informed the FER member of the problem? Yes No

If yes, has any attempt been made to rectify the faults? Please give details:

3. Have you obtained any professional reports on the work? Yes No  
*If yes, please attach a copy.*

4. Have you complained to the Trading Standards? Yes No  
*If yes, what have they advised:?*

5. Have you consulted solicitors? Yes No  
*If yes, what have they advised?*



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

7. Would you be willing to use the independent Arbitration Service if necessary?

Yes      No

Signature: \_\_\_\_\_

Name \_\_\_\_\_

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.

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**