

Attn:

Federation of Engine Re-Manufacturers Ltd,
Lime Tree Barn,
Sodom Lane,
Marnhull,
Dorset, DT10 1HR
Tel: 07915 253515
Email: info@fer.co.uk



Complaint Form

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

Complainant details:	
Title:	
First Name/s:	
Address:	
Post Code:	
Telephone No:	

FER Member 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 paid for the work: £ _____

2. Have you paid all the money due? YES ☐ NO ☐*If no, what amount remains outstanding?* £ _____2. 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 for the work?

If yes, please attach a copy

YES ☐

NO ☐

3. Was any extra work agreed to?

If yes, please give details

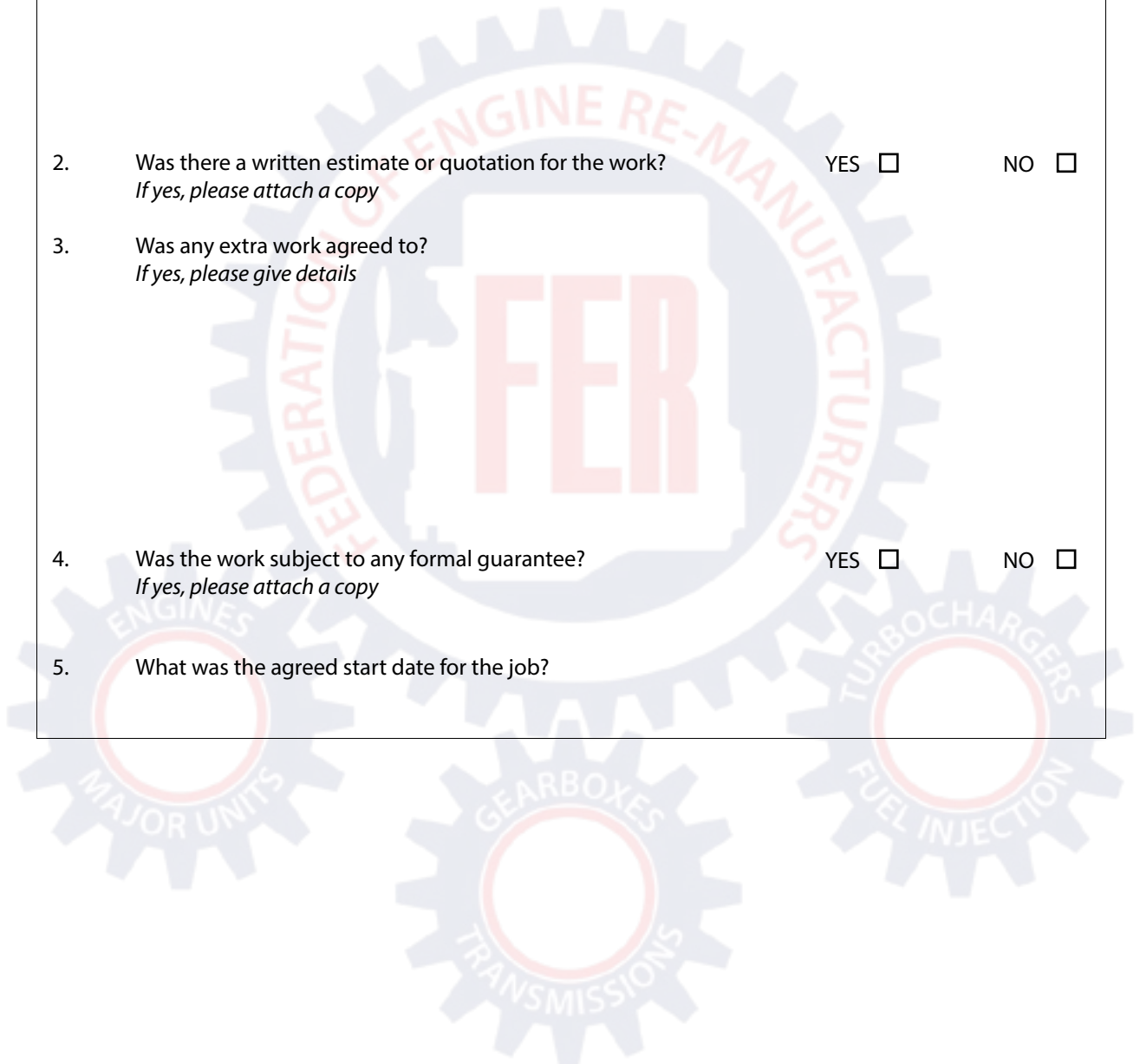
4. Was the work subject to any formal guarantee?

If yes, please attach a copy

YES ☐

NO ☐

5. What was the agreed start date for the job?



Job details:

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