

Operation of Competent Persons Scheme problem reporting system

All problem reports should be sent in the first instance to cpsproblem@oftec.org

1. Accurate address details for the property(s) concerned, which MUST include either a postcode or the name of the Local Authority area in which it falls.

2. A clear description of the problem alleged.

Ideally the following would also be appreciated:

3. Any details known (name, address etc.) of any firm involved in carrying out the work.

4. An indication of when the work was carried out.

5. The name and a contact telephone number for the complainant - solely so we could contact them directly if any clarification was needed. (It is appreciated that many may wish to remain anonymous)

6. Any specialist advice or guidance you may be able to offer that may be of assistance in following up the complaint.

All problem reports with valid address and work information will be forwarded to the Local Authority concerned for action.