



3.7 Complaints against aspects relating to the regulation of RECs by the Body

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1 Definitions

ACT	means the Energy (Miscellaneous Provisions) Act 2006 (and any amendment thereto);
1999 Act	means the Electricity Regulation Act 1999 (as amended by the Act); Annual Inspection and Audit Programme means the report produced by the Body Performance Report under and in terms of Section B.3.5 of this Criteria Document; Audit means an audit by the Body in relation to RECs and pursuant to Section B.3 of this Criteria Document;
Body	means Safe Energy Ireland appointed by the Commission, pursuant to the Act, to act as an Electrical Safety Supervisory Body;
Certificate of Registration	means the certificate issued by the Body to an REC as evidence of their registered status pursuant to Section 2.4.3 of this Criteria Document;
Certificates	means those certificates specified by the Commission for the purposes of the Certification System and which shall include those Certificates further to Section 9D(18) of the Act;
Certification	means the certification of electrical works further to “Common Procedure No.1 – Certification”;
Certification System	means the system for the certification of electrical works as prescribed by the Commission further to “Common Procedure No.1 – Certification”;
Commission	means the Commission for Energy Regulation as established further to the 1999 Act;
Common Procedure(s)	means those procedures set out under this Criteria Document and approved by the Commission, which shall be interpreted as being part of this Criteria Document and which may be amended from time to time;
Controlled Work	means any electrical works deemed to be Specified Works as defined and published by the Commission in accordance with the requirements of the Act and which, accordingly, require a Completion Certificate;
Core Activities	means those activities prescribed by the Commission, in accordance with the Act, and pursuant to Section B of this Criteria Document, which must be undertaken by the Body and carried out in accordance with the requirements specified by the Commission;
Criteria Document	means this Criteria Document which is specified and published by the Commission pursuant to the Act and as may be amended from time to time.
Customer	means, as the case may be, a customer of an REC, a Third Party or a customer of the DSO.
DSO or Distribution System Operator	means any person holding the licence granted under Section 14(1)(g) of the 1999 Act.
Electrical works	means the design, construction, inspection, testing, verification and/or certification of electrical installations.
Evaluation Criteria	means the criteria for Registration drafted by the Body pursuant to Section B.2.3 of this Criteria Document.

Emergency Works Notice	means the notice issued by the Body pursuant to Section B.3.4.26 of this Criteria Document.
National Framework of Qualifications	means the framework for qualifications established, and recognised, by the National Qualification Authority of Ireland
Permitted Activities	means those activities which, in addition to the Core Activities, may be undertaken by the Body further to the requirements of Section B of this Criteria Document, subject to the prior and express approval of the Commission, and which must be carried out in accordance with any requirements specified by the Commission.
Registered Electrical Contractor or REC	means any party who is registered by the Body pursuant to the Act and who has not had their Registration suspended or revoked by the Body.
Registered Specialist Contractor	means a party who is competent to construct or install, test and certify specialised sub-system installations for connection to the main electrical installation.
Regulated Work	means any electrical work which is either a Controlled Work or a Restricted Work, as defined and published by the Commission further to the requirements of the Act.
Regulatory Arrangements	means the requirements set out in, or arising further to the Act, this Criteria Document, the Designation Conditions and any directions/determinations made by the Commission or such other requirements pertaining to these as may be specified by the Commission from time to time, insofar as applicable to the context.
Regulatory System	means the system for the regulation of electrical contractors with respect to safety established by the Commission pursuant to the powers and provisions of Section 4 of the Act and this Criteria Document.
Restricted Work	means any electrical work which is deemed to be a Designated Work in accordance with the requirements of the Act and as defined and published by the Commission.
Safe Electric / Safe Electric Scheme	Electrical Safety Supervisory Body

2 Scope

Under the CRU Criteria Document Section B paragraph 5.3.4, the ESSB shall only be required to deal with complaints in so far as they relate to:

- (i) aspects relating to the regulation of RECS by the Body.
- ii the safety of the electrical installation works carried out by a REC; and
- (iii) the operations of the Body.

In line with CRU Criteria Document section B paragraph 5.3.5, the ESSB shall not investigate complaints which fall outside of the circumstances listed in (i), (ii) and (iii) above, unless otherwise instructed by the CRU.

This procedure was developed in accordance with paragraph 5.3.3 section B of the Criteria Document. This procedure addresses complaints received by the ESSB from RECS in respect to (i) aspects relating to the regulation of RECS by the Body.

If the ESSB receives a complaint which falls outside the scope as detailed above, the ESSB will advise the complainant of its role and the scope of its role with respect to complaints and the fact that it is not obliged deal with any complaint which falls outside the scope.

The Body's overall function shall be the regulation of the activities of electrical contractors with respect to safety and the requirements set out in the Criteria Document.

1.1 Core Activities

The Commission shall specify the activities which the Body is required to undertake. Such activities shall be the Core Activities of the Body.

The Core Activities are those activities which the Body must undertake in order for it to comply with the requirements as set out through the Regulatory Arrangements, and include, but are not limited to the following:

- (i) Receipt, processing, and evaluation of Applications for Registration.
- (ii) Registration of electrical contractors and publication of a Register of Electrical Contractors.
- (iii) Monitoring, Inspection and Audit of electrical contractors registered with the Body.
- (iv) Investigation of complaints received, and the disciplining of electrical contractors registered with the Body.
- (v) Inspection of works of Third Parties (in accordance with the "Common Procedure No. 2 — Third Party Inspection").
- (vi) Management of the distribution, sale, recording, control, and the validation of Certificates.
- (vii) Public and industry awareness activities.
- (viii) Interaction and co-ordination of activities with other Bodies and such other agencies, bodies, committees, and Government Departments as the Commission may direct from time to time.
- (ix) Maintaining records of, and reporting on, the activities of the Body; and
- (x) The operation, and use, of the Brand in accordance with the requirements specified by the Commission.

In accordance with the Criteria Document regarding record keeping and documentation, the ESSB shall have an electronic information management system in place to ensure that records are properly kept and maintained in relation to the requirements as set out through the Regulatory Arrangements. These would include, but are not limited to, the following:

- (i) a full record of each application for Registration received and processed.

- (ii) records of the REC's insurance cover, which shall show that it is both valid and does not breach the Regulatory Arrangements.
- (iii) records of Inspections, Audits and non-compliance reports relating to RECS and follow-up actions.
- (iv) all disciplinary matters relating to an REC; and
- (v) Certificates received by the Body and validated.

1.2 Invalid Complaints

Safe Electric's Complaints Procedure for aspects relating to the regulation of RECS by Safe Electric does not deal with the following aspects of a Complaint: (i) Any complaint received from a person who is not a REC (ii) Commercial disputes (iii) Complaints that fall outside of the categories listed above in Section 2.1

3 Complaint Procedure

Step	Step Description	Timing	Method/Action	From / By
1	Complaint Form received and acknowledged	1 working day to acknowledge the complaint	<ul style="list-style-type: none"> • Email response • Complaint logged onto the Complaint Tracker • Complaint number is assigned 	Complaint Officer
2	Investigation is carried out to determine if: Complaint is within the scope outlined in Criteria Document Section B 5.3.4, (complete this step and proceed to step 4), stated in section I of this procedure II. Complaint lies outside the scope	5 working days	<ul style="list-style-type: none"> • Complaint Officer will assess the complaint and determine its validity • Seek technical assistance (e.g. Inspector) or an expert if necessary • Contact complainant Further information is required 	Complaint Officer Inspector
3	Complaint determined invalid by the Complaints Officer	5 working days	<ul style="list-style-type: none"> • Letter or email is sent to complainant notifying them that the complaint is invalid (if applicable advice as to whom they should contact in relation to their complaint) or that the complaint is now resolved. • Complaint marked as closed on database 	Complaint Officer
4	Complaint determined to be valid. Determine if investigation is required or not	5 working days from acknowledge of complaint	<ul style="list-style-type: none"> • Respondent (Inspector or Ops member) to be contacted directly by email with complaint details for response. • Complaint Tracker is updated 	Complaint Officer
5	Respondent	10 working days from email to respondent	<ul style="list-style-type: none"> • Response to complaint to be sent by Respondent to Complaints Officer. • Complaint Tracker is updated 	Respondent & Complaints Officer
6	Complaint Resolved	5 working days after receiving the response from the Respondent	<ul style="list-style-type: none"> • Final complaint report drafted • Email or letter communication to Complainant and Respondent confirming complaint has now been resolved. • Complaint Tracker updated and Complaints marked as closed 	Complaint Officer

4 Appeal Procedure

7	If complainant is not satisfied with the outcome of the complaint report	10 working days after last written communication with Complainant in relation to the investigation	<ul style="list-style-type: none"> • Complaint Report to be forwarded to Board Chairman • Complaint Tracker is updated 	Complaints Officer
8	Appeal is successful.	15 working days from receipt of appeal	<ul style="list-style-type: none"> • Appeal decision to be communicated to complainant and respondent by email or letter. • Body to produce a corrective action report 	Board Chairman
9	Appeal is unsuccessful	15 working days from receipt of appeal	<ul style="list-style-type: none"> • Appeal decision to be communicated to complainant and respondent by email or letter. • Complainant to be notified of CRU Appeals Process* 	Board Chairman

*In accordance with Section C 8 of the Criteria Document, the REC will have the right to refer any unresolved complaints between the REC and the Body to the Commission regarding any aspect of operation and/or performance of the Body. Such complaints are required to be made in accordance with any requirements specified by the Commission for the making of such a complaint

