



COMPLAINT INFORMATION PACK

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Which department should I be making the complaint to?

The Office of the Technical Regulator (OTR) administers the Electricity Act 1996. This Act governs electrical safety. All investigations the OTR undertake are to ensure electrical safety and compliance with the relevant standards. The OTR does not administer licensing, nor can the OTR take disciplinary action against electricians to remove their licence. Licensing is administered by Consumer and Business Services (CBS).

Consumer and Business Services can assist you with disputes concerning purchases of consumer products and services. If your complaint involves issues regarding payment, quality of work or non-supply of agreed services, please refer to the Consumer and Business Services website

www.cbs.sa.gov.au

ELECTRICAL SAFETY ISSUES

If you are concerned about the condition of the wiring in your premises you should:

- Contact a licensed electrical contractor to test and inspect your installation.

If you are concerned about the safety of a recent installation by an electrician at your premises (e.g. exposed live parts):

- Telephone the OTR for advice. The OTR may visit the premises and disconnect and make safe if a risk to public safety exists.

GENERAL COMPLAINTS AGAINST ELECTRICAL CONTRACTORS, WORKERS, SUSPECTED UNLICENSED WORKERS AND LICENSING CONCERNS:

- Contact CBS

PLEASE PROVIDE THE FOLLOWING DETAILS (where possible)

CHECKLIST

- ☐ Detailed statement outlining complaint (dates, address, what occurred, who was involved etc)
(this statement is mandatory)
- ☐ Copy of invoices / receipt / proof of payment
- ☐ Copy of any electrical certificates of compliance
- ☐ Photographs of the area of concern
- ☐ Any other supporting information

Please forward the information by one of the following means:

POST: Office of the Technical Regulator, GPO Box 320 Adelaide SA 5001

FAX: 08 8226 5529

EMAIL: otrmail@sa.gov.au

TELEPHONE: 08 8226 5518

PLEASE NOTE

The OTR administers the *Electricity Act 1996* and is responsible for the monitoring and regulation of safety and technical standards with respect to electrical installations. The technical standards are designed to ensure that an electrical installation is safe to connect to the electricity supply and safe to use.

Possible actions undertaken by Authorised Officers are intended to protect persons, livestock, and property from electric shock, fire and physical injury hazards. Due to this, inspections undertaken by the Office of the Technical Regulator may result in **disconnection** of the electrical installation (or part thereof) if found to be unsafe, or high risk.

Under section 62 of the Electricity Act 1996, The Technical Regulator may direct an authorised person to rectify any contraventions as a result of electrical work they performed within two years and with the consent of the person in charge of the installation.

This is for your safety, and the safety of others.



Complaint request for investigation form

DATE:

NAME:

ADDRESS:

TELEPHONE:

MOBILE:

COMPLAINT ADDRESS:

POSTCODE:

NATURE OF THE COMPLAINT:

RELATIONSHIP TO INSTALLATION: OWNER / OCCUPANT / 3RD PARTY (Please circle one)

NAME OF ELECTRICAL CONTRACTOR (IF APPLICABLE):

ADDRESS:

POSTCODE:

ELECTRICAL LICENCE NUMBER:

TELEPHONE:



STATEMENT OF WITNESS

Statement of

Age: **Over 18 years**

STATEMENT

STATEMENT BY:

Telephone:

Address:

Date:

This statement consisting of pages signed by me is true to the best of my knowledge and belief. I know this statement may be used for the purpose of legal proceedings, and that if it contains material that I know to be false or misleading, I may be guilty of an offence.

Dated the:

Signed:

Witness by (name) **Signature of Witness.**

Of (address):

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STATEMENT OF WITNESS

Continuation of statement of:

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