

Complaints Procedure

Rev B January 2024

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1.0 Version Controls

This is a controlled document. Adjustments, amendments, copies or distributions should only be done so on the approval of the Managing Director or Quality Manager.

All updated should be documented in the version register.

Version Register

Version	Date	Author	Role	Amendment
-				
A	February 23	SL	MD	Update
B	January 24	SL	MD	BSR updates

2.0 Introduction

2.1 We are dedicated to offering our clients a helpful, supportive Building Control approved inspector service. If you feel that this has not been achieved we would be pleased to hear from you and will ensure you that we fully review and respond appropriately in each instance.

2.2 To ensure your complaint is dealt with quickly and appropriate please see below:

3.0 Technical Interpretation

3.1 If your complaint is about the technical interpretation of the Building Regulations these issues are be addressed to the Secretary of State for determination. We would be pleased to advise on how to proceed.

4.0 Building Safety Regulator (BSR)

4.1 The following matters are dealt with by our governing body, The **BSR**:

- Failure to provide a service at the right time or to the standard expected of the service
- Failure to fulfil statutory responsibilities
- Failure to implement a decision
- Failure to comply with the Code of Conduct for Approved Inspectors
- Failure to comply with the Building Control Performance Standards
- Failure to follow the Approved Inspector's internal policies or procedures
- Failure to take proper account of relevant matters in coming to a decision
- Dissatisfaction with an answer to a query or a response to a request for a service
- Discourtesy or unacceptable behaviour by a member of staff or consultant
- Harassment, bias, or unfair discrimination

4.2 In the above instances the following documents may assist:

- Operation standards rules and monitoring <https://www.hse.gov.uk/building-safety/assets/docs/osr-monitoring-arrangements.pdf>
- Professional conduct rules for registered building control approvers [Professional conduct rules for registered building control approvers \(hse.gov.uk\)](https://www.hse.gov.uk/building-control/professional-conduct-rules-for-registered-building-control-approvers)
- The code of conduct https://www.cicair.org.uk/wp-content/uploads/2020/02/02CICAIR_CodeofConduct_01.01.2017.pdf
- The Building Regulation Performance standards. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/585965/Building_Control_Performance_Standards_2017_Final.pdf
- CICAIR Complaint procedure <https://www.cicair.org.uk/complaints/#making-complaint>

Please note the following matters are not considered complaints by the **BSR**:

- A Building Regulation technical assessment
- Misunderstanding or dissatisfaction with the minimum standard set by the Building Regulations
- A decision of an Approved Inspector where regulatory powers are being exercised
- Unsubstantiated criticisms of the scope or context of the Approved Inspector service
- Criticisms of quality of workmanship (outside Building Regulation requirements for materials and workmanship) or building warranty items
- Criticisms which constitute a disagreement with, or a refusal to accept, a rule of law which the Approved Inspector is applying
- Complaints and/or claims made against the Warranty where the building control complaints process has not been exercised
- Criticism of decisions made by the planning authority

Please note in all instances, it is not the role of Building Control to manage your builder or your architect on your behalf. Building Control does not provide a quality management service. The building owner in all instances is required too, and is responsible for inviting us to carry out all inspections and ensuring work is not covered before approval. If work has been covered and we have not been requested to visit, these works are done so at risk.

4.0 Complaint Procedure

5.1 Written Complaint

5.2 Where you feel that the level of service provided does not reflect our commitments, complaints should be:

Written, addressed to:

Mr S Lonsdale (Managing Director)

Aidan House

Elvet Moor

Durham

DH1 3PR

Please address all correspondence "Private and Confidential"

5.2 Verbal

5.3 If you need to complain verbally, please call our Managing Director. Your complaint will be recorded via Otter the dictation app. A copy of the transcript will be posted or emailed to you for approval before consideration and investigation.

5.4 Your complaint will be handled as follows:

1. Once received (written) or acknowledged as accurate (verbal formal complaints) the complaint will be acknowledged within 3 days.
2. All complaints will be considered and investigated by the Managing Director within 21 days of receipt. A written response will be provided in all instances within this time frame.
3. The complaint response will outline what measures have been taken to rectify the problem or address the concern.

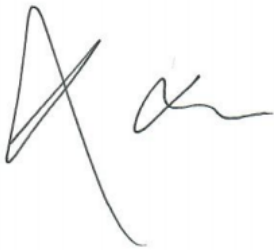
4. Where the complaint is not resolved to the mutual satisfaction of both parties, our Managing Director will arrange a meeting to discuss the concern personally in an attempt to resolve the issue.

5. If the complaint remains unresolved after following the above procedure the complainant will be advised that they may complain directly to:

The Building Safety Regulator

[Contact the Building Safety Regulator - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Signed:



Name: Steven Lonsdale

Position: Managing Director

Date: 4 January 2024.