

Complaints procedure.

Approved Building Control Ltd operates a formal complaints procedure in line with the CIC Building Control performance standards and the disciplinary protocol of the CIC code of conduct (2017) for approved inspectors.

Approved Building Control Ltd will maintain and make available on request, to any interested party its complaints procedure. Persons dissatisfied with the service they receive will be able to complain and have their complaint dealt with fairly and in a manner that can be independently audited.

Should a complaint be received the following procedure is followed;

- All formal complaints must be in writing and clearly set out the nature of the complaint and/or grievance.
- Approved Building Control Ltd will acknowledge the receipt of the customer complaint letter within 7 days from receipt, and confirm the nature of the complaint. The acknowledgement will also confirm a contact name and a target response deadline of 21 days.
- In the first instance the complaint is passed to the person dealing with the relevant project, who will respond to the complainant within the deadline.
- If the complaint cannot be resolved at this stage, the details are passed on to the fellow director who will consider the actions taken and respond to the complainant accordingly.
- Where the complainant remains dissatisfied with the result of the internal investigation or where the separate review or mediation has proved unsuccessful, the complainant will be referred to make a formal complaint in writing to the registrar at the Construction Industry Council (CIC AIR) 26 Store Street, London, WC1E 7BT
The full suite of current CICAIR complaint documents and protocols can be found at <http://cic.org.uk/services/complaints.php>.
The Registrar will follow the procedure set out in the disciplinary protocol of the CIC code of conduct (2017) for approved inspectors.
The decision of the CICAIR shall be binding on the parties involved, subject to appeal.

Approved Building Controls Quality Management System will ensure that any complaints are reviewed in order that we can continually strive to improve our services.