



Complaints and Dissatisfaction Procedure

Introduction

Approved Building Control Ltd operates a formal complaints procedure as required under the HSE Operational Standards Rules for Building Control Approvers

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.

Our Complaints Procedure Policy is in place to assure every client of Approved Building Control Ltd that should a complaint be raised against the company; a procedure is in place to ensure it is resolved efficiently and fairly.

Approved Building Control Ltd will regularly review all complaints in accordance with this policy to achieve a continued improvement to our services. The complaints procedure forms part of the company's quality management process and is reviewed annually by the Managing Director to ensure that wherever improvements to our service can be made, they are identified and acted upon.

This policy is available to all clients of Approved Building Control Ltd on our website.

Complaints

Approved Building Control Ltd defines a complaint as "An expression of dissatisfaction by the Client in respect of services provided by Approved Building Control Ltd and a failure to resolve same within a five working day period".

The complaint can be directed to the company or an individual employee.

It is the company's preference to resolve all issues raised by clients informally and with expedience.

Clients who wish to complain about any aspect of the service that they have received from Approved Building Control Ltd are requested to initially contact the Project Manager who dealt with their project.

Contact should be made either in writing or by telephone where the Project Manager will aim to rectify the complaint either: Immediately over the telephone, or by visiting the client within three working days.

If a matter is raised by a client which cannot be resolved by informal means within five working days, the procedure detailed in this policy is to be followed.

Making a Complaint

Complaints should follow the following procedure which is in three stages:

Stage 1 – Informal Procedure

Following the failure of the Project Manager to resolve the complaint within the stated five working day procedure, the matter will be referred to a Director who will attempt to resolve the matter by discussion.

If this is acceptable, a report will be prepared, the matter will be recorded, and a report will be sent to the client.

If this process fails, the matter will be taken to Stage 2.

Stage 2 – Formal Investigation

A Director will interview the client and the employee separately and study the application file.

If deemed necessary, a site meeting will be requested in order to fully exhaust our complaints procedure.

On completion of the above, the director will write a report to the client confirming the result of the investigation.

The report will be recorded.

If the client accepts the findings, the matter will be closed.

If the client does not accept the findings, the matter will be taken to Stage 3.

Stage 3 – Appeal

If the Stage 2 process fails, the client should then refer the complaint to the Building Safety Regulator.

Complaint Monitoring

A record of all complaints will be kept by Approved Building Control Ltd including the date the complaint was received, the date it was acknowledged and the response.

Where the complainant remains dissatisfied with the result of the internal investigation the complainant will be referred to make a formal complaint in writing to the Building Safety Regulator Contact the Building Safety Regulator - GOV.UK (www.gov.uk)

The decision of the Building Safety Regulator shall be binding on the parties involved, subject to appeal.

Approved Building Controls' Quality Management System will ensure that any complaints irrespective of whether they are escalated to formal complaints will be kept on a company "dissatisfaction register" this is reviewed regularly in order that we can continually strive to improve our services.