



## **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 Company Directors 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 or on request in writing.

### **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".

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 Building Inspector who dealt with their project.

Contact should be made either in writing or by telephone to the Building Inspector.

## **Making a Complaint**

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

### **Stage 1 – Informal Procedure**

The Building Inspector will aim to rectify the complaint either: Immediately over the telephone, or by further investigation, detailing how it is to be dealt with depending upon its nature within 5 working days of the initial complaint.

The Building Inspector will then aim to resolve the complaint with further dialog. This can be in the form of site inspection and or site meeting or further telephone and email correspondence, within 10 working days of the initial complaint.

If this is acceptable, a report will be prepared, the matter will be recorded, and a report will be sent to the client. This may take the form of an official letter in writing to the parties involved in the complaint.

If the Building Inspector fails to resolve the complaint within the stated 5 working days procedure, the matter will be taken to Stage 2.

### **Stage 2 – Formal Investigation**

A Director will review all the evidence on file and may interview the client and the Building Inspector separately. The parties involved in the complaint will be notified within 28 days of the complaint being escalated to stage 2.

If deemed necessary, a site meeting may 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. This may take the form of an official letter in writing to the parties involved in the complaint.

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 \(www.gov.uk\)](https://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.