



Complaints Procedure

Introduction

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

Building Control Services AI 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 Building Control Services AI Ltd on our website.

Complaints

Building Control Services AI Ltd defines a complaint as "An expression of dissatisfaction by the Client in respect of services provided by Building Control Services AI 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 Building Control Services AI 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.

Only complaints raised in respect of the failure of Building Control Services AI Ltd staff or consultants to implement the policies of the company can be considered and resolved in accordance with this policy.

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 (BSR).

Complaint Monitoring

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

Contacting the Building Safety Regulator (BSR)

Where a complainant is dissatisfied with the outcome of this process, they have the right to appeal the decision by passing their complaint to the Building Safety Regulator (BSR) via

<https://www.gov.uk/guidance/contact-the-building-safety-regulator>