

Complaints procedure

Introduction

Our Complaints Procedure Policy is to assure every client of Building Control Services AI Ltd that raises a complaint against the company 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.

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 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 by clients informally and with expedience.

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 AI Ltd staff or consultants to implement the policies of the company can be considered and resolved in accordance with this policy.

Typical complaints would include:

Failure of Building Control Services AI Ltd to complete the service within the stated timescale.
Complaints in respect of the behaviour of an employee Discrimination; etc.

Making a Complaint

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

Stage 1 – Informal Procedure

Following the failure of the employee 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 recorded, and a report 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 subject employee separately and study the application file.

On completion, 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 is to be kept by Building Control Services AI Ltd including the date the complaint was received and acknowledged and the response.

Contacting the CICAIR Registrar

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>