

Complaints Procedure

Issue 3 – October 2023

Aims

Midlands Building Control Consultancy Ltd (MBC Ltd) is committed to providing a good quality Building Control service to our clients. If you are not satisfied with the level of service you receive from MBC Ltd, this procedure aims to clearly explain how to raise a complaint and how your complaint will be processed.

Operational Standard Rules (OSRs)

1.15 Your complaint handling arrangements must be published, easily accessible, clear, and up to date. They must include routes for appropriate referrals, appeals and alternative dispute resolution.

How to raise a complaint

We would encourage that any comments/complaints are initially raised with the MBC Ltd point of contact for your project. This is likely to be the appointed Project Manager or Site Inspector.

If it is not appropriate to do so, or, you are not satisfied with the response/outcome and would like to take the matter further, please provide your grounds for complaint, your contact details and (if appropriate) considered resolutions to us in writing, by email or by phone using the following details:

In writing to:

Midlands Building Control Consultancy Ltd, 13 South Road, West Bridgford, Nottingham NG2 7AG

Via email to:

adrianmarshall@midlandsbc.co.uk

Via telephone to:

0115 914 7626 (Main Office)

All complaints will be handled by Adrian Marshall – Company Director and/or Jamie Wasley – Technical Managing Surveyor. We would advise that you see the **useful references** below to assist in raising your complaint which are available on our website.

Complaints Procedure

All complaints, whether made verbally or in writing will be treated in the same manner and with the same level of importance. We aim to resolve your complaint as soon as is practicably possible using the timescales below. Please note that reference to “working days” excludes weekends and public holidays.

A complaint handling log will be opened, and all correspondences will be logged to ensure the handling of your complaint is independently auditable. All records of the complaint process will be retained for a period of 5 years for auditing purposes.

Your complaint will be passed to the member of staff tasked with managing your complaint and will be actioned in accordance with the time frames below.

During this process, the staff member handling your complaint may need to make contact for further information, to arrange a meeting etc to ensure we fully understand the nature/ grounds of your complaint. They will also discuss with you how to resolve it quickly. Please note delays in being able to make contact may add to the time frames given. All attempts to make contact will be recorded in the complaint handling log.

5 working days – Acknowledgement of receipt of your complaint will be made within 5 working days, and we will make initial contact via telephone or email to discuss and hopefully resolve any matters raised.

+ 10 working days – If we are unable to resolve the issues raised within the initial 5 working days (as above), we will respond in writing with a response document, within the following 10 working days. This is to allow time for the staff member handling your complaint to:

- Investigate the grounds of your complaint.
- Collect statements from third parties involved.
- Review and assess findings before responding.

+ 20 working days - In exceptional circumstances where your complaint is particularly complex or is reliant on us accessing archived information our investigation may take up to 20 additional working days.

The timeframes above will be communicated to you throughout the process, if any of the timeframes cannot be adhered to, this will be confirmed to you as early as possible.

Conclusion of investigations

On completion of our internal investigations into your complaint, a response document will be sent to you detailing the findings and outcome/s. The response document will clearly state our findings and stance regarding the issues raised and potentially considered resolutions.

If you feel that we have not addressed your complaint adequately, you may ask for the complaint to undergo a final review by a company Director. The Director will review the complaint handling log and response document and respond to you within 10 working days of the complaint being referred to them.

If, following the Directors consultation you are not satisfied, you may refer your complaint to the BSR (Building Safety Regulator),

<https://www.gov.uk/guidance/contact-the-building-safety-regulator#complaints-you-can-make-to-bsr>