

BUILD INSIGHT LTD - COMPLAINTS POLICY

The Building Control Performance Standards document states that:

‘Building Control Bodies shall publish and maintain an appropriate complaints procedure. If a person is dissatisfied with the Building Control service they receive, they should be able to complain to the provider in a manner that can be independently audited.’ (Building control performance standards 2017 edition)

Whilst we aim to produce work and offer an exemplary service of which we can be proud, we recognise that there may be a situation where you believe you have reason to complain. We are committed to investigating any issues raised with us and will do our best to rectify all justified complaints in line with our procedures. Build Insight aims to always treat our customers fairly, especially when they feel they have cause for complaint. Build Insight takes any complaint extremely seriously and will use this policy for *any* expression of dissatisfaction however they may be received. Note however that it is often helpful to make your complaint in writing, including email, so that we can be certain of the matter of which you are complaining and enable us to respond to you accurately.

Build Insight operates a simple three step approach for ease of handling complaints as we recognise that customer complaints are a valuable form of feedback about the services we offer. This procedure outlines the aims of the business in dealing with complaints and sets out what the customer can expect when making a complaint regarding our services.

The procedure

Step One

The first step in the process is to contact the Build Insight Head of Operations, Nicki Gould. This can be done informally by telephone or in writing (including email) and you will receive acknowledgment of your complaint within two working days with a view to resolving the dispute in an efficient manner. This will be followed by a written response within twenty-eight working days of acknowledgement of the complaint; this is to ensure that a full and thorough investigation takes place.

If, for any reason, our investigation is not concluded within twenty-eight days of receipt, the Head of Operations will write to you again, informing you of the reasons for further delay and providing you with a revised timescale.

Title: Complaints Policy
Written by: S Polfreman
Approved by:
Implemented date:
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The Head of Operations' contact details are as follows:

Nicki Gould
Build Insight Ltd
Ground Floor Campus East
Welwyn Garden City
Hertfordshire
AL8 6AE

Email: nicki.gould@build-insight.co.uk

Tel: 0345 185214

Step Two

If you are dissatisfied with the response, you can escalate to the second stage which should be made in writing to the Managing Director at Build Insight Ltd using the contact details below:

Amy Clulow
Managing Director
Build Insight Ltd
Ground Floor Campus East
Welwyn Garden City
Hertfordshire
AL8 6AE

Email: amy.clulow@build-insight.co.uk

Tel: 07881367917

The Managing Director (or nominated deputy in their absence) will undertake a separate review of the complaint and will respond in writing within fourteen working days with the findings of their investigation.

At all times Steve Polfreman, Compliance Director of Build Insight Ltd, will oversee complaints.

Step Three

If you remain dissatisfied with the outcome of this process, you have the right to make a formal complaint in writing to the Registrar at the Construction Industry Council. Please visit their website <https://www.cicair.org.uk/complaints/> for further information and the documents 'Definition of a Complaint' and 'Code of Conduct for Approved Inspectors'.

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Your complaint should be referred directly to:

The Registrar
CICAIR Limited
26 Store Street
London
WC1E 7BT

Email: cicair@cic.org.uk

Tel: 020 7399 7403

All relevant information will be recorded as part of the company's Quality Management System, forming part of an annual review for both investigating complaints and outcomes to enable improvements in our service and prevent recurrence. All information will be kept for a minimum period of not less than 5 years for audit purposes.