

## COMPLAINTS POLICY

The aim of this Complaints Procedure Policy is to assure every client of Build Insight Ltd that all complaints against the company are resolved efficiently and fairly. This Policy is to establish a consistent protocol by which all representations to Build Insight Ltd receive prompt action and achieve a swift resolution. Build Insight 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 Build Insight Ltd upon request.

### **Definition of a complaint**

A complaint is any expression of dissatisfaction about the performance of a Registered Building Control Approver that is related to its building control services, delivery or actions where a response or resolution is expected. Matters that are considered complaints:

- Failure to provide a service at the right time or to the standard expected of the service
- Failure to fulfil statutory responsibilities
- Failure to implement a decision
- Failure to comply with the Professional Conduct Rules for Registered Building Control Approvers
- Failure to comply with the Operational Standards Rules
- Failure to follow the Registered Building Control Approver's internal policies or procedures
- Failure to take proper account of relevant matters in coming to a decision
- Dissatisfaction with an answer to a query or a response to a request for a service
- Discourtesy or unacceptable behaviour by a member of staff or consultant
- Harassment, bias or unfair discrimination

Matters that are not considered complaints:

- A Building Regulation technical assessment
- Misunderstanding or dissatisfaction with the minimum standard set by the Building Regulations
- A decision of a Registered Building Control Approver where regulatory powers are being exercised
- Unsubstantiated criticisms of the scope or context of the Registered Building Control Approver service
- Criticisms of quality of workmanship (outside Building Regulation requirements for materials and workmanship) or building warranty items
- Criticisms which constitute a disagreement with, or a refusal to accept, a rule of law which the Registered Building Control Approver is applying



- Complaints and/or claims made against the Warranty where the building control complaints process has not been exercised
- Criticism of decisions made by the planning authority

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 Technical Support Team. 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, we will write to you again, informing you of the reasons for further delay and providing you with a revised timescale.

The Technical Support team contact details are as follows:

**Address:** Build Insight Ltd, The Campus, Welwyn Garden City, Hertfordshire, AL8 6AE

**Email:** [technical@build-insight.co.uk](mailto:technical@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 or Quality Representative at Build Insight Ltd using the contact details below:

FAO Managing Director / Quality Representative  
Build Insight Ltd  
The Campus  
Welwyn Garden City  
Hertfordshire  
AL8 6AE

Email: [technical@build-insight.co.uk](mailto:technical@build-insight.co.uk)

Tel: 0345 185214

The Managing Director, Quality Representative (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.

### **Step Three**

If you remain dissatisfied with the outcome of this process, you have the right to make a formal complaint to the Building Safety Regulator.

Your complaint can be made using the online form on the following website:

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

Information on how the Building Safety Regulator will handle investigations in Registered Building Control Approvers can be found in the following website:

<https://www.gov.uk/government/publications/investigation-of-building-control-professionals/investigation-procedure-statement>

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.