

THE BUILDING INSPECTORS

Complaints Handling Policy



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1.0 Introduction

Our Company is committed to delivering our services to a very high standard, and as such we operate and maintain a complaints procedure to manage verbal and written complaints. Our dedication ensures we will listen to you and make communication easy and effective. All complaints will be handled with equal levels of importance.

In accordance with the Professional Conduct rules for Registered Building Control Approvers, this policy will be published on our website. We will ensure it is readily available and can be accessible to any persons who have a valid need to access it.

Our systems and controls fulfil the requirements of the Operational Standards Rules¹ (OSRs). We regularly review all control systems to ensure the delivery of our functions meet:

- Legislation, technical and procedural guidance
- Codes of professional conduct
- Any other matter affecting the building control function
- Compliance with the Building Act and all associated Regulations

We have standard operating systems that encompass measures to monitor the effectiveness of this policy and the company's complaints handling procedures.

As part of our compliance and risk management reviews we have measures in place to monitor the effectiveness of this complaints handling procedures.

¹ <https://www.hse.gov.uk/building-safety/assets/docs/operational-standard-rules.pdf>

2.0 Scope

If you are not satisfied with our service, you have the certainty that our complaints handling procedure meets the requirements of: RICS Regulation, Chartered Association of Building Engineers, Engineering Council and The Building Safety Regulator. This is to ensure that all complaints are investigated in a timely and diligent manner.

3.0 Procedure

Initially we request that the complainant contacts the designated surveyor for that project. This can be via telephone, email or by writing to us at the address listed below. If the complaint is directed at an individual member of staff, please contact us and you will be given details of an independent, professional member of staff to handle the complaint.

Address:

The Building Inspectors Limited

Gilmoora House, 57-61 Mortimer Street, London W1W 8HS

Email:

info@thebuildinginspectors.co.uk

Telephone:

020 3432 2229

The Registered Building Inspector will acknowledge the complaint within five working days of receipt and will try to resolve any issues directly with you.

Our initial response will be to log the complaint and establish its validity by assessing the details of the complaint.

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If the complaint is valid, the Registered Building Inspector will then retrieve all pertinent information surrounding the points raised by the complainant and respond to you in writing. In the interim, we may contact you for additional information to assist in our investigation.

If you are not satisfied with our response and would like to take the matter further you can then contact us in writing, email or by phone and one of our Directors will review your case. We will engage with you to discuss the complaint and response to date, and if necessary, meet with you to establish the issues or concerns. Our aim is to try to resolve all issues within 10 working days.

The Director will provide you with direct communication details. If the complainant is not satisfied with verbal or e-mail handling, the details may be submitted in writing via a postal letter to ensure that we have a full understanding for the reason of the complaint.

Following discussions and any meeting, we will issue a written response within 10 working days. However, should a meeting not be required, we will provide the written response 10 working days following our acknowledgement of the complaint.

It is our intention from the outset to resolve the complaint within these timescales. Should further information be required, we will advise the complainant at the earliest possible opportunity and offer alternative timeframes in which we will reply. We will also issue details to the independent redress provider as approved by the RICS Regulatory Board.

4.0 Involvement of the BSR

If you remain dissatisfied and feel that you have exhausted our complaints procedure. You can then make a formal complaint in writing to the Building Safety Regulator.

Before submitting a complaint to the Building Safety Regulator, it is recommended that you read the information on their website: <https://www.hse.gov.uk/building-safety/regulator.htm>

This site additionally contains information on the role of Registered Building Control Approvers.

In the event that the Building Safety Regulator (BSR) needs to investigate a complaint, this is subject to: Regulation 58H Professional misconduct investigations², as outlined below:

(1) If it appears to the regulatory authority (on receipt of a complaint or otherwise) that a registered building inspector may be guilty of professional misconduct, the authority may investigate the matter.

(2) In this Part “professional misconduct”, in relation to a registered building inspector, means conduct that—

- a) falls short of the standards of conduct and practice expected of registered building inspectors, or
- b) is likely to bring the profession of registered building inspectors into disrepute.

(3) The regulatory authority must prepare and publish a statement of the procedure it will follow when investigating a registered building inspector under this section (which must include an opportunity for the inspector to make representations).

Updated February 2024
Jason Dunn

Compliance team review
February 2024

² <https://www.legislation.gov.uk/ukpga/1984/55/section/58H/data.pdf>