

COMPLAINTS PROCEDURE

We aim to always provide a high level of service. However, if there is an occasion when you feel our service has fallen below the standard you expect, we will do our best to resolve the situation. This policy sets out the procedure which we will follow to deal with any complaints.

Level 1

Your complaint should initially be made orally or in writing to the Registered Building Inspector (RBI) who dealt with your project. The RBI will aim to resolve the complaint either:

- Immediately over the telephone, or
- By visiting you within three working days

In most cases, contacting the RBI directly will resolve the issue. If, however, you are dissatisfied with the outcome, you can escalate your complaint to Level 2 of our complaint's procedure.

Level 2

A director of the company will then investigate the complaint and will carry out the following:

- Contact you within five days to discuss the complaint
- Liaise with the RBI involved in the project
- Write to the client within 14 days with the outcomes of their investigation

If you accept the findings, the matter will be closed but if you remain dissatisfied upon the completion of level 2 review, you can escalate the complaint further to Level 3.

Level 3

If you feel that you have fully exhausted this complaints procedure, then you may refer your complaint to the Building Safety Regulator (BSR). The BSR can be contacted directly in one of the following ways:

Telephone: 0300 790 6787

Online Via:

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