



# London Building Control Complaints Policy and Procedure



**LONDON**  
BUILDING CONTROL

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# COMPLAINTS POLICY AND PROCEDURE

London Building Control Ltd take all complaints very seriously and try to ensure all our clients and services users are satisfied with their experience of our service.

Where clients and services users complain, we will always attempt to ensure it is dealt with swiftly and in a courteous manner, showing understanding and sensitivity to all situations.

The person responsible for dealing with all complaints is the Operations Director. Where a client/service user complains by telephone or in person, LBC will endeavour to listen comprehensively to the complaint and offer to refer them to the Operations Director. If the Operations Director is unavailable, the complainant should be directed to a manager or another Director, or advised when the Operations Director will be available. If a director or Manager is unavailable then the client/service user should be presented with the Operations Directors email contact so they can put the complaint in writing.

Where a complaint is received by letter or e-mail this should be passed to the Operations Director immediately.

London Building Control recognises that our success is built upon providing a good service to our clients and service users; however, there are times when problems may occur. Therefore, we have signed up to the RICS complaints Handling Procedure, set out below, in addition to the Building Safety Executive (BSR) procedures and regulations by which we are bound. Some problems are outside our authority and covered by the Party Wall Act or the Health & Safety Executive, and this is explained further below.

Our inspection service does not mean that we act in a policing or clerk of works role, which would be more akin to micro managing the contractor throughout the project, nor are we consultants to the project, but we are required to have an open and critical eye to ensure that the work taking place is in accordance with the minimum standards of the Building Regulations 2010. Clients are advised to appoint their own architects, consultants or similar agents to oversee works on their behalf.

In addition, London Building Control adhere to the BSR Operational Standard Rules.

## **COMPLAINTS PROCEDURE**

A complaints procedure to deal with written and verbal complaints is to be operated, maintained and made available upon request to interested parties.

Please note that Party Wall Act complaints and other matters outside the Building Regulations should be made to the relevant authorities, as noted below. Please also note whilst we are checking to ensure compliance with the Building Regulations, we do not act as project managers or overseeing agents for your building works, and you are advised to employ an architect or similar competent agent to oversee your project.

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A complaint is to be acknowledged within 3 working days, in writing or by telephone or e-mail as appropriate. If the complainant is not satisfied by a telephone or e-mail response, a letter shall be written replying to any formal complaint: if resolution is not found, a second letter is to be sent with reference to the relevant overseeing bodies such as the Royal Institute of Chartered Surveyors or the Chartered Association of Building Engineers.

For complaints: <https://www.gov.uk/guidance/contact-the-building-safety-regulator#complaints-you-can-make-to-bsr> The complaints procedure will be kept under constant review and improved as necessary.

RICS Regulated Firm:- As a regulated RICS firm, we also have in place a Complaints Handling Procedure which meets the regulatory requirements of the RICS. Our CHP has two stages. Stage One of the CHP gives our firm the opportunity to review and consider the complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response you will have the opportunity to take the complaint to Stage Two. Stage Two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the RICS.

#### STAGE ONE

If you have spoken to us about your complaint, please submit the details of your complaint to us in writing, to make sure that we have a full understanding of the reasons of your complaint.

Please send your written complaint to: Operations Director, London Building Control Ltd at our address on our Home Page. We will consider your complaint as quickly as possible and acknowledge receipt of your complaint within 7 days. If we are unable to give you a full response we will update the client within 28 days.

#### STAGE TWO

If we are unable to agree on how to resolve your complaint then you will have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the following redress provider: Centre for Effective Dispute Resolution, 70 Fleet St, London EC4Y 1EU, Tel: 0207 536 6116, email: [applications@cedr.com](mailto:applications@cedr.com), web: [www.cedr.com/consumer/rics/](http://www.cedr.com/consumer/rics/) The complaints procedure will be kept under constant review and improved as and when appropriate.

After exhaustion of our own internal complaints' procedures, if the client is still dissatisfied with London Building Control's response, referral can be made to:

#### Health and Safety Executive

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

Tel: 0300 790 6787

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### **PARTY WALL ACT**

Please note that we do not oversee neighbour disputes. These should be addressed under the Party Wall Act 1996 available at <http://www.communities.gov.uk/publications/planningandbuilding/partywall>

You may also seek legal representation under civil law.

### **HEALTH & SAFETY**

Please note that we are responsible only for issues on our projects which fall under the Building Regulations. For dangerous structures, particularly where adjacent public highways or footpaths, please contact your Local Authority and for dangers on building sites please contact the H&S Executive on 0845 300 9923 or at <http://www.hse.gov.uk/>



**Head Office:**

London Building Control,  
13 Woodstock Street, Mayfair,  
London, W1C 2AG

Tel: 0207 099 3636

[www.londonbuildingcontrol.co.uk](http://www.londonbuildingcontrol.co.uk)

[info@londonbuildingcontrol.co.uk](mailto:info@londonbuildingcontrol.co.uk)

**Offices also in:**

Chichester

Manchester

Welwyn Garden City

Exeter