



Complaints Procedure

Align Building Control Ltd recognizes that complaints are an important part of customer feedback. All complaints will be investigated fully and fairly.

Complaints Procedure

Stage 1

Speak to the individual(s) concerned or their line manager and try to resolve the complaint informally.

Stage 2

If you are not satisfied with the response you have received at Stage 1 (informal) you should then use Stage 2 of this procedure.

- a) Outline the details of your complaint by letter, or email using the attached form.
- b) Or alternatively if you wish to make a complaint verbally please contact Align Building Control on the telephone number above.
The acknowledgment procedure and time frames for response will remain as described in item (c) and (d) below.
- c) Any written complaints should then be forwarded to Align Building Control Ltd at the address above marked for the attention of Align Building Control Director. Your complaint will be acknowledged by letter within 7 working days from the date it is received. The letter will contain the following information:
 1. Name, address and telephone number of the person who will investigate the complaint from Align.
 2. The date the investigation will start.
- d) You will receive a full response to your complaint within 21 working days from the start of the investigation in writing from the person appointed to investigate the complaint. The response will include the following information:
 1. Detail of the investigation.
 2. A decision of whether the complaint was upheld or not.
 3. The reason for the decision.
 4. The redress, if appropriate, which will be offered.
 5. Any other action that may be taken in the light of the complaint.
 6. If it is not possible to provide a full answer to your complaint within 21 working days, the letter will outline reasons why and give a date by which a full answer is expected.

Stage 3

If you are not happy with your response to your complaint you have the right to refer it to the Construction Industry Council, under the Code of Conduct for Approved Inspectors. You should address your complaint to:-

The Registrar, The Construction Industry Council, 26 Store Street, London WC1E 7BT

Below disciplinary procedures that can be followed against an Approved Inspector with regard to any breaches of this code.

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 Code of Conduct for Approved Inspectors
- Failure to comply with the Building Control Performance Standards
- Failure to follow the Approved Inspector'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 an Approved Inspector where regulatory powers are being exercised
- Unsubstantiated criticisms of the scope or context of the Approved Inspector 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 Approved Inspector 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

Important Information:

- The CICAIR complaints process does not provide for financial penalties against Approved Inspectors or the awarding of costs or financial redress to complainants.
- Complaints must, in the first instance, be fully exhausted using the Approved Inspector's internal complaint procedure. ☒ Complaints must be lodged with CICAIR via email or post on the complaints form which can be downloaded from www.cic.org.uk/services/complaints.php. The complaint form must be correctly filled out in full and be accompanied by sufficient detail or supporting evidence to enable an assessment of the complaint to be made.
- Complaints cannot be progressed if there is legal action in process involving the Approved Inspector or complainant in relation to the dispute.
- The time limit for lodging a complaint with CICAIR is a maximum of 6 years for clients under contract and 10 years for users of buildings. The time limit begins from the date of the cancellation of the Initial Notice or the date on the Final Certificate for the building or property to which the complaint relates. If the building or property to which the complaint relates is part of a larger development, the time limit begins from the date on the Final Certificate for that building or property.

Align Building Control Complaints Procedure Format

Your full name

Address

Postcode

Telephone number

Email address

Please provide details of your complaint below; please attach any relevant documentation.

Signature.....

Date.....