**Section 9 – Complaints Procedure**

* Midlands Building Control Consultancy Ltd is committed good quality service. The complaint procedure will make it clear and explain simply what to do if you have a complaint about the service level of Midlands Building Control Consultancy Ltd. It will also indicate a time frame on how quickly your complaint will be dealt with and who to contact if you are not satisfied with the response. The basis of our complaints procedure will include:
* To make it clear and easy to raise your complaint.
* To listen to your complaint in a professional and understanding manner.
* To consider ensure that your complaint is handled in a satisfactory manner.
* To consider how you would like us to resolve your complaint.
* All complaints will be dealt with by the director Adrian Marshall FCABE.
* All complaints to be emailed to adrianmarshall@midlandsbc.co.uk
* Midlands Building Control Consultancy aims to resolve your complaint verbally e.g. phone call within 5 working days excluding public holidays.
* If we have not been able to resolve your complaint verbally within 5 working days of receipt we will acknowledge your complaint in writing e.g. email or letter within 10 working days. Most complaint should be handled within 10 working days. If this is not the case we will update you on the progress giving an indication of how much longer it will take e.g. 25 days. If a complaint is more complex or relies on information that has to be retrieved from achieving it may take up to 30 days.
* Further or additional information may be required from you to enable us to deal with your complaint. A further site inspection may be required.
* Midlands Building Control Consultancy aim to deal with all complaint in an efficient professional manner as quickly as possible.
* If you are not satisfied with our response, you may refer your complaint to the Construction Industry Council Approved Inspector Registrar. The Registrar will investigate your complaint following the guidelines laid down in Part Three of the CIC Code of Conduct for Approved Inspectors.

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