

C3 Design Approvals Limited

Complaints Policy (Published)

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Document Control

Version History				
Status	Version	Date	Author	Comments
Draft	v.01	20240113	J Cumberlidge	Published complaints policy and procedure produced for Registered Building Control Approver registration
Live	v.01	20240406	J Cumberlidge	Published complaints policy with 'live' status published to website

This document is uncontrolled when printed. Always refer to the published policy on C3 Design Approvals website to ensure you are reading the latest version.

Complaints Policy

Introduction

C3 Design Approvals (C3) is committed to providing the highest service standards and upholds the values of integrity and accountability in doing so. We want to continually improve and welcome your feedback, which is important to us.

This policy will help you understand the role of C3, responsibilities for compliance, what sort of complaint we may be able to help you with, how to raise a concern, and what to expect following making a complaint.

What is the role of C3 Design Approvals?

C3 is a Registered Building Control Approver; we employ Registered Building Inspectors and undertake building control activities such as inspecting designs and works on site in relation to their compliance with the Building Regulations 2010 (as amended).

We cannot guarantee that compliance with the regulations has been met. We do not provide design advice, a clerk of work service, or consider the quality of work where this does not directly impact compliance with the regulations.

Who is responsible for compliance with the Building Regulations?

Compliance with the regulations is the responsibility of those undertaking the work, whether this be the client(s), designer(s), or contractor(s), these are known as dutyholders.

Part 2A of the Building Regulations 2010 (as amended) sets out the responsibilities of duty holders and the required competency for persons who design or carry out building work.

What sort of complaints are we unable to help you with?

We are unable to help you with matters which do not relate directly to the delivery of our service, some examples are:

- Party Wall matters
- Health and safety concerns, other than those related to the actions of C3 employees or to compliance with the regulations

C3 Design Approvals

Complaints Policy (Published) - Version 01

- Quality of work (where this does not directly relate to compliance with regulations)
- Noise, dust, rubbish, hours of work or other such matters
- Planning permission
- Financial or contractual matters with other parties

How to make a complaint

Before making a formal complaint, we would encourage you to discuss your concerns with the building inspector looking after your project. If you are still not satisfied that your concern has been addressed, you should contact Sarah Dickens, our Quality Manager either by phone or email using the details below.

Contact us by phone: 01785 330 303

Contact us by email: sarah@c3designapprovals.co.uk

When you contact us, the details of your complaint will be taken. This may include your C3 project reference number, premises address, nature of your complaint, your contact details, including email address, and any additional information as necessary.

If your complaint is of a complex nature, we may ask you to provide further information in writing.

What happens next?

Step 1 - Details of your complaint will be passed to a director who will review the information provided. They will usually speak to the building inspector managing or inspecting your project and may also contact you by phone to discuss the matter. If we cannot contact you by phone, or if the matter is not resolved following discussion on the phone, we will write to you within ten working days of the date of your complaint being made, to inform you of our understanding of the circumstances leading to the complaint, and you will be invited to make a written comment.

Step 2 - Within 21 days of receipt of the written summary, the person dealing with your complaint will write to you informing you of the outcome of the investigation and describe what action will be taken.

Step 3 - If you are dissatisfied with any aspect of our handling of your complaint, you should contact us, writing to either the Director or the Quality Manager (contact details above), explaining why you are dissatisfied. We will conduct a separate review, independent of the person who dealt with the original complaint and contact you to inform you of the result of this review.

C3 Design Approvals

Complaints Policy (Published) - Version 01

Step 4 - If you remain dissatisfied with any aspect of our handling of the complaint, we will attempt to resolve this promptly through negotiations or otherwise agree to enter mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process operated by the Royal Institution of Chartered Surveyors.

Step 5 - If, following exhaustion of the above, the complaint still has not been resolved, we advise that you contact the Building Safety Regulator (BSR). The BSR are part of the Health and Safety Executive and have been designated by the Government as the body for approving and monitoring Registered Building Control Approvers. You can contact the BSR here: [Contact the Building Safety Regulator - GOV.UK \(www.gov.uk\)](https://www.gov.uk/contact-the-building-safety-regulator)

Where to get further help

If your complaint is of a nature that we are unable to help you with, you may find further information by contacting one of the following bodies:

Citizens Advice

www.citizenadvice.org.uk

Trading Standards

www.tradingstandards.uk

If you have an immediate concern about health or safety, you should contact the

Health and Safety Executive

www.hse.gov.uk

Dangerous buildings or structures can also be reported to your Local Authority Building Control department.