



## Complaints procedure

### Introduction

The company recognizes the importance of customer complaints as a valuable form of feedback about its services. We are committed to using this information to help drive forward improvements.

This procedure outlines the aims of the business in dealing with complaints and sets out what the client can expect when making a complaint regarding our services.

### Our definition of a complaint

A complaint is about letting the business know in a written format that a client is not happy with our services. We welcome any feedback. The complaint may be about delays, lack of response, discourtesy, or short falls in the standard of service.

### How we aim to deal with your complaint

We aim to give our customer a fair, consistent and structured process to secure a remedy for failures in the delivery of our services.

We will benefit from all complaints made. We will use the outcome of any complaint as a positive method of monitoring performance and improving our services.

We will be monitoring all complaints received and will classify complaints under certain categories such as inadequate service, delays or decision making etc. By analyzing complaints we aim to highlight specific areas of our service provision where improvement is needed.

To ensure that the way we deal with our complaints is a quality process and following feedback from our customers we have set ourselves the following objectives:

- to improve the quality of the services we provide
- to improve our relationship with our client
- to encourage best practice and consistency

Coast 2 Coast Building Control Ltd  
Company Registered in Cardiff No. 07261414  
Registered Office 7 Moorlands Road, Bridgend, CF31 3DR  
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VAT Registration Number 996666440





- to provide training for our staff
- have your views heard
- receive a good-quality service
- expect prompt action when our performance is below standard
- advise the client the standard of service they should expect, including a time limit for replying to your complaint and details regarding your right of appeal
- ensure we monitor complaints
- ensure we meet our standards
- be regularly reviewed following your feedback

Our goal is to break down barriers to complaining and to make sure everyone can use the Complaints Procedure

### Construction Industry Council

If our client or other interested parties are still dissatisfied with the outcome or way in which our company has investigated the complaint, the Registrar of the Construction Industry Council may be asked to investigate the matter further.

The contact details for the Registrar are:

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

Telephone: 020 7399 7400

Facsimile: 020 7399 7425

[email:registrar@cic.org.uk](mailto:registrar@cic.org.uk)

We welcome helpful criticism by the Construction Industry Council. In addition, our objective is to identify our own failures and resolve them reasonably and quickly with our client.

### Principles of the Complaints Procedure

The Complaints Policy is based on the principle of a two-stage process.

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## Stage I - Service Delivery

On receipt of a written complaint a Managing Surveyor will immediately inform the company insurers and commence actions in investigating the complaint and reply to you within 7 calendar days from the receipt of the complaint. The reply will provide contact details of the person dealing with the complaint. If the person is unable to reply within the agreed 7 days, i.e. for very complex matters, information will be given relative to timescales.

## Stage II – Independent third party

If our client or other interested parties are dissatisfied with the response conducted in stage 1 above, the company will inform the client or other interested parties in writing of the Construction Industry Councils Complaints procedure and Disciplinary procedures for Approved Inspectors.

## Exceptions

When a complaint is not in a written format

a complaint where the client or the Company has commenced legal proceedings or has taken court action

a complaint that has already been heard by a court or tribunal

a complaint about the interpretation of guidance to meet the Building Regulations

a complaint about a site contravention existing on a project

Statutory and Legal limitations

## Remedies

The remedy needs to be appropriate to the injustice, and should as far as possible put the complainant in the position he or she would have been in but for the maladministration. There will be many circumstances where this cannot be achieved because of the passage of time or of events, which have occurred. In such cases financial compensation may be the only available remedy.

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Whilst investigating the complaint we always consider whether any practical action could provide all or part of a suitable remedy.

## Records

We will keep individual records of complaints received with the use of action notes and a complaints register

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