

FEEDBACK (POLICY AND PROCEDURES) 2024

Positive and Constructive Feedback

We love feedback! It enables us to adapt and amend our current way of working to ensure you receive the best service possible. Let us know your ideas and we will consider them. If you have had a great service, please feel free to leave a review and mention anyone you thought went 'above and beyond'.

Customer Service Standard and Complaints Procedures

A variety of problems can occur which can usually be resolved with a simple phone call. However, on occasion certain problems encountered may necessitate a formal route to be taken. It is our aim to resolve matters to the satisfaction of all parties. To this extent we are both; regulated by the Royal Institution of Chartered Surveyors and regulated by the Construction Industry Council. Both the RICS and the BSR have requirements in terms of the way we in which go about our business and how to deal with and hopefully resolve any problems in a well-ordered manner.

The formalities for dealing with any problems are set out below but firstly, it is important that you understand the remit of a Building Inspector. Our remit, or scope of work if you like, tends to be confused with that of a 'clerk of works' or sometimes we are viewed as a substitute to that of a member of a design team operating in an overseeing capacity – this is not our remit.

Your duty, under UK law, is to both design and build something that complies and in fulfilling this you appoint a Building Inspector. By way of plans checking and any number of inspections [naturally commensurate with the job size, complexity and other such factors], a Building Inspectors obligation is to confirm that a reasonable level of compliance has been demonstrated. A Building Inspector is not on site all of the time, things can and do go missed and builders can, whether unscrupulously or unwittingly, cover up non-compliant works. For this reason, no building is ever 100% compliant and there is likely always something to be found if you look for long enough.

If the Building Inspector, by virtue of this plan checking and inspection process is satisfied that, as far as can be reasonably ascertained, your building work complies, then he will issue you a Final Certificate upon which your duty in respect of applying for Building Control approval is satisfied. We therefore always encourage you to appoint a clerk of works and/or appoint your consultants with an overseeing role to minimise this occurrence. We are of course available to undertake extra inspections if you feel it warrants it or you are unsure about anything and this service is outlined in our fee quotation.

Generally, we aim to acknowledge an email or call within 48 hours. Site inspections can be accommodated within 48 hours of a request. Plan checking is normally within 10 days dependant on the scheme size but may be slower or larger more complex schemes or during times such as company and inspector re-registration periods.

Problems Outside of Our Control

A number of problems arise that are simply outside of our control and these usually relate to one or other of the following;

- Party wall disputes – you are advised to contact the Royal Institution of Chartered Surveyors for further guidance.
- Unsafe working practices observed – you are advised to contact the Health & Safety Executive for further guidance. Unless of course this involves someone from or working for All Building Control in which case we would wish to be made aware in order to take appropriate action.
- Noise from a construction site – you are advised to contact the Local Borough Environmental Health Noise & Nuisance Department.
- Neighbourly disputes - disputes with neighbours for a whole variety of reasons including but not limited to: Dangerous trees, overhanging branches and roots that have spread into a neighbour's property, the height of hedges, boundaries, fences, walls and hedges, parking issues and nuisance vehicles, shared amenities and accessing a neighbour's land to carry out repairs, perceived lack of property maintenance, Rights of way and communal areas. In these instances, it is recommended you talk with your neighbour in the first instance and if you cannot come to agreement seek advice as a civil matter.

Formal COMPLAINTS HANDLING PROCEDURE (CHP)

STEP	ACTION	TIMESCALE
1	<p>You put the full details of your complaint in writing so as to be sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:</p> <p>The Director, All Building Control, Kemp House 152-160 City Road, London, EC1V 2NX</p> <p>Email: contact@allbuildingcontrol.com Web: http://www.allbuildingcontrol.com</p>	Day 1
2	<p>We will contact you normally by way of email within 7 working days to confirm receipt of your complaint and will respond formally within 28 days.</p>	Day 7-28
3	<p>If you are dissatisfied with our response, then you are invited to seek redress elsewhere in line with the relevant subsequent options below. But if we do not hear back within 21 days from writing to you we will close the complaint.</p>	Day 28 - 49

Only after exhaustion of our own internal procedures are there three further options available dependant on the nature of the complaint. We will advise which one is most suited but broadly speaking these are categorised as follows;

Option 1 - Complaints relating to general business and consultancy services

We agree to enter into mediation with you in accordance with the CEDR which is an independent mediation company as approved by the Royal Institution of Chartered Surveyors Regulatory Board;

Centre for Effective Dispute Resolution
70 Fleet St, London EC4Y 1EU
T 0207 536 6116
Email: rics@cedr.com
Web: <https://www.cedr.com/consumer/rics/>

Option 2 - Complaints relating to our Statutory Building Control Service

If you have exhausted our complaints procedure, you may refer your complaint to the body designated by the Secretary of State in England and Welsh Ministers in Wales, The Building Safety Regulator (BSR). The BSR ensure the OSRs are adhered to <https://www.hse.gov.uk/building-safety/assets/docs/operational-standard-rules.pdf>

Option 3 - Complaints relating to technical interpretation of the Building Regulations

If you believe what you are being asked to do to comply is too onerous or inappropriate, then you have the opportunity of determination. Determinations and appeals are two procedures which provide for the Secretary of State for Communities and Local Government or the Welsh Ministers in the Welsh Assembly Government, as appropriate, to adjudicate in disputes between people carrying out building work subject to the Building Regulations and a building control body (i.e. either a local authority or a private sector Building Control Approver). Further guidance may be found on the planning portal website <https://www.planningportal.co.uk/applications/building-control-applications/buildingcontrol/determinations-and-appeals/what-are-determinations>

Other:

Courts

There may be other ways of resolving your dispute such as the courts. However, we recommend that you seek professional advice from your local Court Centre, Citizens Advice Bureau, Law Centre or a firm of solicitors on the most appropriate means of resolving your dispute.

Warranty Provider Requirements

Warranty providers may have some subtle variations in what they will not accept even if the Building Regulations finds them acceptable - it is your responsibility to identify and incorporate these.

PI & PL Insurances

We are fully backed by appropriate insurance schemes and evidence of cover may be found via the quick links section of our website. Please note there are endorsements on these insurances.

Negative Feedback / Expressions of Dissatisfaction

These are separate to formal complaint, but we do still wish to have this feedback since it will help us understand a problem and adapt as necessary thus enabling us to move forward for the better.

RICS Contact Details:

RICS HQ, Parliament Square
London, SW1P 3AD
Email: contactrics@rics.org