

Note: This policy applies for Building Control only. For warranties please call 0800 107 8446.

The Building Control Performance Standards state that:

“Building Control Bodies shall publish and maintain an appropriate complaints procedure. If a person is dissatisfied with the Building Control service they receive, they should be able to complain to the provider in a manner that can be independently audited.”

[Building control performance standards 2017 edition](#)

While we aim to produce work and offer an exemplary service of which we can be proud, we recognise that there may be a situation where you believe you have reason to complain. We are committed to investigating any issues raised with us and will do our best to rectify all justified complaints in line with our procedures. Premier Guarantee Surveyors aims to treat our customers fairly at all times, especially when they feel they have cause for complaint. Premier Guarantee Surveyors takes any complaint extremely seriously and will use this policy for any expression of dissatisfaction.

Premier Guarantee Surveyors operates a simple three step approach for ease of handling complaints as we recognise that customer complaints are a valuable form of feedback about the services we offer. This procedure outlines to the aims of the business in dealing with complaints and sets out what the customer can expect when making a complaint regarding our services.

The procedure

Step One

The first step in the process is to contact the Building Control Compliance Technician. This can be done informally by telephone or in writing and you will receive acknowledgment of your complaint within two working days with a view to resolving the dispute in an efficient manner. This will be followed by a written response within twenty eight working days of acknowledgement of the complaint, this is to ensure that a full and thorough investigation takes place.

The Building Control Compliance Technician's contact details are as follows:

Mrs. Claire Carter
Building Control Compliance Technician
Premier Guarantee Surveyors
Shore Lines Building
Shore Road
Birkenhead
Wirral
CH41 1AU
Email: claire.carter@premierguarantee.co.uk
Tel: 0151 650 4300 ext 426

If, for any reason, our investigation is not concluded within twenty eight days of receipt, the Building Control Compliance Technician will write to you again, informing you of the reasons for further delay.

Step Two

If you are dissatisfied with the response, you can escalate to a formal complaint which should be made in writing to the Head of Building Control at Premier Guarantee Surveyors using the contact details below:

David Aitchison
Head of Building Control and Design Review
Premier Guarantee Surveyors
Shore Lines Building
Shore Road
Birkenhead
Wirral
CH41 1AU
Email: david.aitchiso@premierguarantee.co.uk
Tel: 07881367917

The Head of Building Control (or nominated deputy in their absence) will undertake a separate review of the complaint and will respond in writing within fourteen working days with the findings of their investigation. At all times Gary Cass, Managing Director of Premier Guarantee Surveyors, will oversee all complaints.

Step Three

If you remain dissatisfied with the outcome of this process, you have the right to make a formal complaint in writing to the Registrar at the Construction Industry Council. Please visit their website <https://www.cicair.org.uk/complaints/> for further information and the documents CICAIR 'Definition of a Complaint' and 'Code of Conduct for Approved Inspectors'.

Your complaint should be referred directly to:

Construction Industry Council Approved Inspectors Register (CICAIR Ltd)
CICAIR Limited
26 Store Street
London
WC1E 7BT
Email: cicair@cic.org.uk
Tel: 020 7399 7403

All relevant information will be recorded as part of the company's Quality Management System, forming part of an annual review for both investigating complaints and outcomes to enable improvements in our service and prevent recurrence. All information will be kept for a minimum period of not less than 5 years for any subsequent audits.