

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.”

Source: [Building Control Performance Standards 2017 Edition](#).

In the event of a complaint please contact:

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

How we handle complaints:

We aim to treat our customers fairly at all times, especially when they feel they have cause for complaint. We take any complaint extremely seriously.

Any complaint we receive, whether made in writing or verbally, is referred to the Building Control Compliance Technician and will be formally recorded. The complaint will be thoroughly investigated in a fair and objective manner.

Definition

A **complaint** is any expression of dissatisfaction, whether oral or written and whether justified or not, from or on behalf of an eligible complainant about the Company's provision of service.

Process

All written and verbal complaints will be acknowledged by the Company in writing within five working days of receipt.

This letter of acknowledgement will also contain our understanding of the complaint as outlined by the complainant and will request that the complainant confirm in writing their agreement with the Company on the matter.

If the complaint can be resolved within five working days, the acknowledgement letter will outline the result of the Company's investigation and the person who has dealt with the complaint and their contact details.

If the Company's investigations have not been completed within five working days, our letter of acknowledgment will confirm that we will:

- a) Investigate the complaint and aim to respond within four weeks of the date of receiving the complaint
- b) Explain that, if we cannot complete the investigation within four weeks of the date receiving the complaint, we will write to you again providing you with the reason for the delay
- c) Explain that on completion of our investigation we will inform you of the outcome and the options available to you

After we have investigated the complaint:

Immediately on the completion of our investigation, the Building Control Compliance Technician will write to you notifying you of the outcome of the investigation supported by reasons for our decision.

If we cannot resolve your complaint within four weeks:

If, for any reason, our investigation is not concluded within four weeks of receipt, the Building Control Compliance Technician will write to you again informing you that our investigation is continuing, giving the reason for the delay and a date by which she expects to be able to contact you again.

If we cannot resolve the complaint within eight weeks:

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

What is the next step?

Once the decision letter has been received, you have the right to escalate the complaint to the Head of Building Control and Design Review, Mr Gary Cass, by contacting the Building Control Compliance Technician who will acknowledge your wish to appeal and forward your complaint to the Head of Building Control and Design Review to investigate.

Once this investigation has been conducted, the Building Control Compliance Technician will send the decision to you for your records.

If you are not satisfied with the response or you feel we have not dealt with your complaint in a fair manner you do have the right to direct your complaint to the Construction Industry Council Approved Inspector Registrar (CICAIR). The CICAIR will assess the complaint in accordance with the 2017 Code of Conduct for Approved Inspectors. Please consult this document before referring your complaint to the CICAIR. The full suite of current CICAIR complaint documents can be found at <http://cic.org.uk/complaints> or contact the CICAIR below to order a copy.

Construction Industry Council Approved Inspectors Register
26 Store Street
London
WC1E 7BT

Telephone: 020 7399 7403
E-mail cicair@cic.org.uk

Please be aware, if the complaint is about another party, e.g. The Insurer or the Scheme Administrator, we will refer details of your complaint to them (i.e. the third party) and confirm this course of action to you in writing within five days of receipt. The third party will be responsible for responding to you directly in all regards of the complaint.

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