

# Complaints Policy

## 1.0 Introduction

Stroma Building Control is open to welcoming criticism about an individual's conduct or our service delivery. We want to:

- Make it easy for you to raise your complaint.
- Listen to your complaint.
- Consider how you would like us to resolve your complaint.
- Make sure you are satisfied with how your complaint was handled.
- Ensure that when reviewing your complaint, we also review and improve our procedures and prevent re-occurrence.

The first stage of any complaint is for you to contact the builder/ contractor when the works relate to the faults with the build quality and/ or to liaise with the Stroma Building Control Registered Building Inspector (RBI) appointed for your project directly to try and reach a successful resolution. They should be allowed to resolve the issues you are having with your property before it is escalated under the Stroma Building Control Complaints Policy. If the complaint does not relate to the actions of the builder, contractor, or RBI, please proceed to Step 2 to submit a complaint to Stroma Building Control.

Where the RBI does not respond to your complaint satisfactorily, please proceed to step 2 below and submit a formal complaint to Stroma Building Control.

With all building work, the owner and occupier of the property or land in question are ultimately responsible for complying with the relevant planning rules and building regulations. The role of building control is to act as an independent third-party check, and Registered Building Control Approvers (RBCA) are required to take such steps as are reasonable to enable them to be satisfied, within the limits of professional skill and care, that the applicable aspects of the Building Regulations are complied with.

Please note that if the complaint is related to financial or contractual matters, this is outside of the complaint remit of Stroma Building Control. We recommend that you contact one of the third-party bodies detailed in Step 3. We would also recommend that you take independent legal advice as you may need to make a claim through the courts to retrieve any monies owed to you.

## 2.0 What is the role of Stroma Building Control?

Our role as an RBCA is to provide guidance and assistance in relation to the Building Regulations and to carry out reasonable checks to ensure that building works undertaken comply with these Regulations; however, we do not provide a guarantee of compliance with the Building Regulations. We certify that as far as can be ascertained the works meet the requirements of the Building Regulations.

To discharge this duty and allow us to issue a Building Control Final Certificate, we conduct a detailed assessment of any architectural drawings issued and carry out periodic site inspections during construction. These inspections are to carry out reasonable checks of the building works; however, we are not employed to act as a Clerk of Works to monitor every stage of the construction process, and the onus remains with the person carrying out the works to achieve compliance with the Building Regulations.

Where a complaint is outside of this remit, there may not be any action we can take; therefore, the matter may need to be taken up with the appointed builder/ contractor.

## 3.0 What complaints are Stroma Building Control not able to help with?

Our role as an RBCA and our complaints process does not cover the following works. We have, however, provided recommendations on whom you should direct your complaint:

- Party walls - Independent Party Wall Surveyor
- Noise levels - Local authority Environmental Health department
- Hours of work - Local authority Environmental Health department
- Parking issues - Local authority
- Dirt and rubbish - Local authority Environmental Health department

If Stroma Building Control receives a complaint about the above reason(s), we will not be able to help and report it to us may delay suitable action being taken by the appropriate third party.

#### 4.0 Reporting Your Complaint

If you have a complaint that needs reporting to Stroma Building Control, the following sets out the procedure which we will follow in dealing with that complaint.

1. You can register a complaint with Stroma Building Control using one of the following methods:

- Telephone: 01543 735266
- Email: [bc-complaints@stromabc.com](mailto:bc-complaints@stromabc.com)
- Online: [Building Control Complaint Form](#)
- In writing: Stroma Building Control, 17 Morston Court, Kingswood, Lakeside, Cannock, WS11 8JB.

Where your complaint is initially made by telephone, you will be requested to send a written summary of your complaint, so we are fully aware of the nature of your complaint and to provide any supporting information. Upon receipt of your written complaint, we will acknowledge this by email within 48 hours of the working week.

2. Once we have received your written complaint, we will then contact you in writing within 7 working days of the receipted date. We will inform you of our understanding of the circumstances leading to your complaint.

At this stage, a decision will be made on whether the complaint requires further investigation or if it falls outside of the scope of Stroma Building Control and therefore there is no further action for us to take. If no further action is taken, your complaint will be closed; however, should any further information become available, you can submit this to us for further review.

3. If Stroma Building Control decides that the complaint requires further investigation, a response will be issued within 21 working days of the 7-day review being completed. The person dealing with your complaint will write to you to inform you of the outcome of the investigation and to let you know what, if any, actions have been or will need to be taken.

4. If you are dissatisfied with the outcome of the complaint investigation, you should contact the following Stroma Building Control representative:

- In writing: Mr Mark Rollins-Mann, Compliance Director, Stroma Building Control, 17 Morston Court, Kingswood, Lakeside, Cannock, WS11 8JB
- Email: [mark.rollins-mann@stromabc.com](mailto:mark.rollins-mann@stromabc.com)

Mr Mark Rollins-Mann will arrange for an independent review of the complaint to be conducted within 14 working days of the dissatisfaction communication being received. A response will be issued to you in writing to inform you of the outcome of the review.

5. If you remain dissatisfied with the complaint decision and you feel that you have fully exhausted this complaint process, you can make a formal complaint to the Building Safety Regulator (BSR). The BSR can be contacted directly in one of the following ways:

- Telephone: 0300 790 6787
- Email: <https://www.gov.uk/guidance/contact-the-building-safety-regulator#complaints-you-can-make-to-bsr>

You can also find details about the Building Safety Regulator Investigation Procedure Statement on the HSE website <https://www.hse.gov.uk/building-safety/building-control/investigation-procedure-statement.htm>.

Before lodging a complaint with the BSR, it is recommended that you read the information available on our website which can be found at <https://stromabc.com/contact/complaints/>. This provides details on the role of Building Control and advice on their own complaints process.