

## **ACT BUILDING CONTROL LTD - COMPLAINT HANDLING PROCEDURE**

This guidance note sets out the procedure we will follow in dealing with any complaint:

1. If you have a question or if you would like to make a complaint, please do not hesitate to contact,

**John Calvey**

**Associate Director**

**ACT Building Control Ltd, 10 Pullman Court, Great Western Road, Gloucester, GL1 3ND.**

**Telephone: 01452 310880**

**Email: [enquiries@actsurveyors.com](mailto:enquiries@actsurveyors.com)**

2. If you have initially made your complaint verbally and you do not receive a satisfactory response you should send a written summary of the complaint to the person above.
3. Once we have received your written summary of the complaint, we will contact you in writing within ten working days to inform you of our understanding of your case. At this stage you will be invited to respond and make any further comments in relation to the matter.
4. Within twenty-five working days of receipt of your written summary, the person dealing with your complaint will write to you. They will inform you of the outcome of the internal investigation into your complaint and advise what actions have or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, you may contact the person below who will personally conduct a separate review of your complaint. They will contact you within 20 working days to inform you of the conclusion of the review.

**Stuart Hammond, MSc BS, MCABE, C.Build.E, Ieng**

**Director**

**ACT Building Control Ltd, 10 Pullman Court, Great Western Road, Gloucester, GL1 3ND.**

**Telephone: 01452 310880**

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6. The Client and the Registered Building Control Approver shall consider in good faith whether any dispute or difference between them is suitable for resolution by mediation, and if so, shall take the appropriate steps with a view to resolving the dispute or difference by mediation. Subject to clause 16.7, either Party may, at any time, commence court proceedings to resolve any dispute.
7. If you are still dissatisfied with after exhausting our internal complaints procedure, referral can be made to the Building Safety Regulator at the Health and Safety Executive.

You can contact the BSR online here [link](#) ([Contact the Building Safety Regulator - GOV.UK](#))  
Or call 0300 7906787.