

COMPLAINTS PROCEDURE

If you have a complaint this policy sets out the procedure that we will follow in dealing with your complaint.

1. The person you speak to within WCCL Ltd will take details of your complaint and fill in a Customer Complaint Form (copy attached). You may be asked to confirm the complaint in writing if the nature of the complaint is complex.
2. We will contact you in writing within 10 working days to inform you of our understanding of the circumstances leading to the complaint and you will be invited to make written comment.
3. Within 21 days of receipt of the written summary, the person dealing with your complaint will write informing you of the outcome of the investigation and describe what action will be taken.
4. If you are dissatisfied with any aspect of our handling of your complaint, you should contact:

Amanda Wilkinson
HR & Finance Director
Wilkinson Construction Consultants Ltd
52 Grosvenor Gardens.
Westminster,
London,
SW1W 0AU.
Amanda@thebuildinginspector.org

5. Amanda will personally conduct a separate review of the dispute and contact you within 14 days to inform you of the result of this review.
6. If you remain dissatisfied with any aspect of our handling of the dispute, and it relates to consultancy services we agree to enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process operated by the Royal Institution of Chartered Surveyors.
7. If the dispute relates to Approved Inspector services we will refer your complaint to the Construction Industry Council Approved Inspector Registrar. As a result the matter will be dealt with in accordance with the [complaints protocol for Approved Inspectors](#) and associated disciplinary procedures. If you wish to contact them yourselves the contact details are:

The Registrar
Construction Industry Council
26 Store Street
LONDON
WC1E 7BT
Telephone 020 7399 7400
Facsimile 020 7399 7425
E-mail cicair@cic.org.uk

8. If the dispute relates to technical interpretation of the Building Regulations, we will refer to the determinations and appeals procedure as detailed in 'A Guide to Determinations and Appeals' published jointly by the Ministry of Housing, Communities and Local Government and National Assembly

COMPLAINT RECORD FORM (Stage 2)

CONFIDENTIAL

A FULL DETAILS OF COMPLAINT TO BE TAKEN BY RECEIVING MEMBER OF STAFF:

Complaint received by:

Received date:

Complaint made by: Telephone Personal call Letter Customer Survey Form Email

Name of Customer:

Mr/Mrs/Miss/Ms

Address of Customer:

Contact Details/Preferences:

Tel Home:

Tel Work:

Email:

Nature of Complaint:

(Give summary of issues – establish dates; staff previously involved and any previous correspondence or other contacts)

Complainant Remedy:

(What action would the customer like?)

B TAKING THE CORRECT ACTION:

Action Taken:

(Give full details including dates and communication details with customer)

Complaint Checklist

1. Part A completed, photocopy and pass to customer with copy of policy
 2. Part B completed and copy of form with any correspondence placed on file
 3. Written response sent to complainant within 10 working days.
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