

COMPLAINTS PROCEDURE

Making a Complaint

Yorkshire Building Control prides itself on excellent customer service and always endeavours to resolve any customer or stakeholder concerns expeditiously.

If you wish to make a formal complaint regarding the service provided by **Yorkshire Building Control**, you should direct your comments in writing to the Customer Feedback Manager at the address above. You may use the proforma printed on the reverse of this leaflet.

On receipt of your complaint **Yorkshire Building Control** will:

1. Endeavour to contact you directly to discuss your concerns.
2. By mutual agreement carry out a site visit, if relevant, to inspect first hand a building defect.
3. Advise you of **Yorkshire Building Control's** position and any action that will be taken.
4. If required, issue written confirmation of **Yorkshire Building Control's** position within 7 working days.

Construction Industry Council Approved Inspector Register (CICAIR)

Yorkshire Building Control subscribes to the Construction Industry Council's Code of Conduct for Approved Inspectors. A copy of this code may be obtained from the CICAIR directly.

If you consider that your complaint has not been adequately addressed by **Yorkshire Building Control** you may then address your complaint directly to the Construction Industry Council Approved Inspector Register, a body that has been designated by the Government to regulate approved inspectors. The Construction Industry Council Approved Inspector Register can be reached:

Post
CICAIR
26 Store Street
LONDON
WC1E 7BT

Telephone
Telephone: 0207399 7400

Email
cicair@cic.org.uk

Building Control

Assessment of plans and inspections carried out by **Yorkshire Building Control** during the progress of building work are to check that construction appears to comply with the Building Regulations and is safe. They are not to provide quality control or a guarantee of compliance with Building Regulations both of which are the responsibility of the builder, his site manager or a clerk of works. The builder carries prime responsibility for compliance with the Building Regulations and the quality of his finished product, not **Yorkshire Building Control**.

