

# Stroma Building Control

## Customer Service Policy

## 1.0 Introduction

Stroma Building Control aims to provide high quality services to all clients and stake holders. All customer service issues or complaints that arise will be dealt with promptly, professionally and transparently. The approach adopted is to understand the root cause of the issue, investigate and report on the validity of the claim and further develop our services using an ethos of continuous improvement.

## 2.0 Customer Service

Stroma Building Control are aware that the key to our success in maintaining high quality building control industry standards is to provide an excellent level customer service. We are committed to obtaining feedback to monitor and improve the customer service that we provide to our customers.

Stroma Building Control have set the following key objectives:

- Setting and monitoring operational targets that are above industry performance standards.
- Senior management commitment to quality, customer service and performance levels.
- Agreement to work in accordance with industry key performance indicators.
- Bound to and committed to work in accordance with the CIC Code of Conduct for Approved Inspectors.
- Promoting best practice throughout Stroma Building Control.
- Senior management to maintain an open door policy for all staff.
- Obtaining and monitoring client feedback.
- Implementation of best practices throughout the business to improve client interaction and service.
- Certified to the ISO 9001 Quality Management System standard.
- Representation on national committees to assist with sharing best practice, discussing quality issues and future developments.
- All staff are supported in the aim of lifetime learning and are expected to achieve minimum CPD for their professional institution.

## 3.0 Complaints Procedure

Stroma Building Control operates this complaints procedure in compliance with Construction Industry Council Code of Conduct. If you have a complaint that requires Stroma Building Control to investigate, this outlines the procedure that will be followed:

1. You can register a complaint with Stroma Building Control using one of the following methods:
  - Telephone: 0345 621 1116.
  - Email: [buildingcontrol@stroma.com](mailto:buildingcontrol@stroma.com)
  - Online: <https://www.stroma.com/building-control/complaints>
  - In writing: Stroma Building Control, 11 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.

2. Once we have received your written summary of the complaint, we will contact you in writing within 7 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
3. Within 21 days of receipt of your comments, the person dealing with your complaint will write to you to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken, where applicable.

4. If you are dissatisfied with any aspect of how your complaint has been dealt with, you should contact:
- In writing: Mr Steven Lonsdale Managing Director, Stroma Building Control, 11 Morston Court, Kingswood, Lakeside, Cannock, WS11 8JB.
  - Email: [s.lonsdale@stroma.com](mailto:s.lonsdale@stroma.com).

Mr Dave Allen will conduct an independent review of the complaint within 14 days, and inform you of the result of this review.

5. If you remain dissatisfied with the complaint decision, you can make a formal complaint, in accordance with Disciplinary Section 3 of the Code of Conduct for Approved Inspectors, to the Registrar at the Construction Industry Council.

The Registrar can be contacted directly in one of the following ways:

- Writing: Construction Industry Council, 26 Store Street, London, WC1E 7BT.
- Telephone: 020 7399 7400.
- Fax: 020 7399 7425.

The Construction Industry Council has been designated by Government as the body for approving and monitoring Approved Inspectors.

6. If the complaint relates to a matter of technical interpretation, please consult your Stroma Building Control contact or Dave Allen. In the rare case where you and Stroma Building Control are unable to reach a satisfactory solution, we will be happy to forward to you the details of the DCLG determination process.

Upon request, Stroma Building Control will provide senior management and any other authorised third party with a report of all logged complaints upon request. This information will be used to help in the production of communications to clients and the policies and procedures operated by Stroma Building Control Quality Management System; as well as providing a transparent account of our complaint handling.

### 3.1 Record Keeping

All records of complaints will be maintained for a minimum of 7 years by Stroma Building Control. The outcome of these complaints will be made available to the relevant authorised bodies upon request.

All actions taken as a consequence of a complaint will be documented and the subsequent effectiveness of such actions will be monitored.

### 3.2 Statutory Rights

All complaints received will not affect the statutory rights of the complainant at any stage of the complaints process.

### 4.0 Approval

This policy statement has been endorsed and approved by:



Mr Steven Lonsdale  
Managing Director  
Stroma Building Control  
Dated: 1<sup>st</sup> October 2018