

# Stroma Building Control

## Complaints Policy

## 1.0 Introduction

Stroma Building Control is open in welcoming criticism about individuals conduct or our service delivery. We intend to listen and learn from any criticism where you feel that we have fallen short of the level of service you expect from us.

If you have a complaint, then this note 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: 0345 621 1116.
  - Email: [bc-complaints@stroma.com](mailto:bc-complaints@stroma.com)
  - Online: <https://www.stroma.com/building-control/complaints>
  - In writing: Stroma Building Control, 6 Silkwood Business Park, Fryers Way, Wakefield, Ossett WF5 9TJ.

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 to be 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 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, Director of QHSE, Stroma Building Control, 6 Silkwood Business Park, Fryers Way, Wakefield, Ossett WF5 9TJ.
  - Email: [m.rollins-mann@stroma.com](mailto:m.rollins-mann@stroma.com).

Mr Mark Rollins-Mann will arrange for an independent review of the complaint to be conducted within 14 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, 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.