

Stroma Building Control

Complaints Policy

1.0 Introduction

Stroma Building Control are open in welcoming criticism about individuals 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
 - Online: <https://www.stroma.com/building-control/complaints>
 - In writing: Stroma Building Control, 4 Pioneer Way, Castleford, West Yorkshire, WF10 5QU.

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 Adam Jarvis Director of Compliance, Stroma Building Control, 4 Pioneer Way, Castleford, West Yorkshire, WF10 5QU
 - Email: adam.jarvis@stroma.com.

Mr Adam Jarvis 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.