

**Adrian Thomas Building Control
Complaints Handling Policy**

Policy 8

Revision 01

November 2025



1. Introduction

- 1.1 This policy sets out how ATBC manages complaints from customers, partners, staff, or other stakeholders. We are committed to providing a fair, transparent, and timely process for resolving complaints and using feedback to improve our services.
- 1.2 For the purposes of this policy a complaint is defined as; “An expression of dissatisfaction, however made, by one or more clients about Adrian Thomas Building Control Ltd, lack of action or about the standard of the service”
- 1.3 This definition will cover complaints such as:
- Failure to provide a service at the right time or to the standard expected
 - Failure to fulfil statutory responsibilities
 - Failure to implement a decision
 - Failure to comply with the Code of Conduct for Building Control Approver
 - Failure to comply with the Building Control Performance Standards
 - Failure to comply with ATBC Internal policies or procedures
 - Failure to take proper account of relevant matters in coming to a decision
 - Dissatisfaction with an answer to a query or a response to a request for a service
 - Discourtesy or unacceptable behaviour by a member of staff or consultant
 - Harassment, bias, or unfair discrimination
- 1.4 This Complaints Policy does NOT deal with:
- A Building Regulation technical assessment
 - A misunderstanding or dissatisfaction with the minimum standard set by the Building Regulations
 - A decision of an ATBC where regulatory powers are being exercised
 - Unsubstantiated criticisms of the scope or context of the ATBC service
 - Criticisms of quality of workmanship (outside Building Regulation requirements for materials and workmanship) or Building Warranty items
 - Criticisms which constitute a disagreement with or a refusal to accept a rule of law which the ATBC is applying
 - Complaints and / or claims made against the warranty where the building control complaints process has not been exercised
 - Criticism of decisions made by the planning authority

2. Policy Statement

- 2.1 ATBC values feedback and views all complaints as an opportunity to:
- Put things right when they go wrong
 - Learn from issues and improve
 - Strengthen trust and accountability with stakeholders
- 2.2 ATBC will ensure that:
- Complaints are acknowledged promptly and handled professionally
 - Complainants are treated with respect and fairness
 - Investigations are conducted impartially

- Outcomes and actions are clearly communicated

3. Responsibility

- 3.1 All staff: Must be aware of this policy and forward any complaints to the appropriate manager and are responsible for investigating and responding to complaints in line with this policy.
- 3.2 Directors: Monitors complaints handling trends and ensures continuous improvement.

4. Process

4.1 Informal complaint

- 4.1.1 Where possible, complaints should be resolved informally at the point of service. Staff should listen, empathise, and try to resolve the matter quickly.

4.2 Formal complaint

- 4.2.1 If the complaint cannot be resolved informally, the complainant may submit a formal complaint in writing via:

- Telephone: 07515 907217 or 07543 801 389
- Email: buildingcontrol@me.com or buildingcontroladmin@icloud.com
- Post: Ellenville, Scocles Road, Minster, Sheppey, Kent ME12 3SD

4.3 ATBC receipt of formal complaint

- 4.3.1 ATBC will acknowledge receipt of the complaint within 5 working days.
- 4.3.2 A director will investigate the complaint within 10 working days, and the complainant will receive a written response outlining:
- The findings of the investigation,
 - Any corrective action taken, and
 - Information about next steps if unsatisfied.
- 4.3.3 If the matter is likely to take longer to resolve than the time specified above, the complainant will be informed in writing within the 10-day period.

3.3 Monitoring complaints

- 3.3.1 All complaints will be entered on the complaints register (Form 21) and reviewed regularly to identify patterns and areas for improvement.
- 3.3.2 The register will contain details of response times and the result of all investigations. Lessons learned will inform staff training and policy development.

3.4 Confidentiality

- 3.4.1 All complainants have the right to have their complaint dealt with confidentially to ensure that their privacy is protected. This is mandatory when dealing with all complaints.

3.4.2 Customers should be advised that their complaints will be handled in a confidential manner, that they will be dealt with impartially, objectively, and, that they will suffer no adverse treatment because of making a complaint.

3.5 Complaints outcome

3.5.1 Should a customer be unsatisfied with the resolution of a complaint then the customer shall be provided with a copy of the "Code of Conduct for Building Control Approver as issued by the Building Safety Regulator" register.

3.5.2 The complainant can then pursue the complaint by referring the matter to BSR, see HSE online.

3.5.3 The decision of the BSR shall be final and binding on the parties involved. This Complaints Policy does not prohibit the complainant following the procedure laid down by the BSR if this option is chosen. [Contact the building safety regulator.](#)

5. Review

5.1 This policy is reviewed on an annual basis unless deemed otherwise necessary.