

Definition of a Complaint

A complaint is an expression of dissatisfaction, however made, about the performance of an Approved Inspector organisation related to its building control services / delivery or actions (including lack of action or the complaints handling process itself) where a response or resolution is expected for an individual party, a group or an end user.

Examples of a clear complaint to be considered by the CICAIR Secretariat would be where a customer or end user considers that there has been:-

- Failure to provide a service at the right time or to the standard expected of the Service.
- Failure to fulfil statutory responsibilities
- Failure to implement a decision
- Failure to comply with the twelve policy Building Control Performance Standards
- Failure to abide by the CIC Code of Conduct
- Dissatisfaction with an answer to a query or a response to a request for a service.
- Failure to follow the Service's agreed policy or procedures.
- Failure to take proper account of relevant matters in coming to a decision.
- Discourtesy or unacceptable behaviour by a member of staff.
- Harassment, bias or unfair discrimination.

Matters that are not considered complaints:-

- A decision of an Approved Inspector where regulatory powers are being exercised
- Unsubstantiated criticisms of the scope or context of Approved Inspector service supplied.
- A Building Regulation technical assessment
- 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 Approved Inspector is applying
- Misunderstanding or dissatisfaction with the minimum standard set by the Building Regulations. Claims/ complaints made against the Warranty where the BC complaints process has not been exercised

Supporting Notes:

1. Timescales for lodging a complaint to be considered by the CICAIR should be a maximum or longstop of 6 years for clients under contract and for users of buildings 10 years.
2. It is assumed that any complaint must, in the first instance, be fully exhausted using the Approved Inspector's own complaints process.