



Registered Building Control Approver:

Complaints Procedure

VERSION 1.2

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Registered Building Control Approver – Complaints Procedure

Monitoring and review

Document owner	Approved by	Authorised by	Effective date	Review date
Corporate Business Director	Director	Director	December 2023	December 2024
Andrew Wignall	Paul Meadows	Stuart Power		

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1. Introduction

Salus fully endorse and embrace the Building Safety Regulators' Professional Conduct Rules, and Operation Standards Rules, for our management systems, operational standards, conflict of interest, ethics, resourcing or technical staff, our financial resourcing and monitoring.

Complaints will be treated positively and used as an opportunity to improve the level of service provided. The complaints procedure forms part of the company's quality management process. All complaints are registered and monitored by the Company to ensure that issues are dealt with effectively and efficiently.

All complaints are recorded on the complaints spreadsheet and kept on file in a private SharePoint File.

Salus operates a simple three step approach for ease of handling complaints.

See Appendix B for Decision Tree flowchart.

Roles

Director Responsible for Complaint handling	Stuart Power
Complaints Manager	Wendy Hill

2. Step One

See Appendix B for Decision Tree flowchart.

When a complaint is received the details of the complaint and contact details to be taken (using complaint form 1 see Appendix A) and passed to the Complaints Manager for logging on the complaints register and acknowledgement before passing to the director responsible for complaint handling for information and assigning for action.

The Director will then pass the complaint to the Project Surveyor who dealt with their project.

- Contact should be made either in writing or by telephone where the Project Surveyor will aim to rectify the complaint either:
 - Immediately over the telephone, or (response to email) (all calls MUST be recorded in writing)
 - By visiting/responding to the client within three working days

Where the Project Surveyor is temporarily unavailable to deal with the issue, the matter will be passed to their manager who will write to the client within two working days and inform them of the date and time when a personal response from the Project Surveyor can be expected. In any event, this response will be within fourteen days.

The Project Surveyor to advise both the Complaints Manager and the Director of the proposed actions to be prior to issuing any formal response

All correspondence and findings to be saved to the job file under a 'complaint correspondence' folder and recorded on the complaints register

Outcomes of the complaint to be discussed with the Director and any lessons learnt to be shared with the team.

In most cases, contacting the Project Surveyor directly will rectify the issue. If however, the client is dissatisfied with the outcome of this response, they may progress their complaint to the second stage of this procedure.

3. Step Two

See Appendix B for Decision Tree flowchart.

If the complainant is not satisfied with the outcomes of the initial step 1 responses and wishes to take the complaint further, once correspondence is received in writing, the complaints Manager will update the Complaints Register and save all correspondence to the job file, then advise The Director that further actions are required and pass to the Associate Director responsible for the Project Surveyor.

The Associate Director will then investigate the complaint and will:

- Contact the client within five days to discuss the complaint
- Liaise with the Project Surveyor involved in the project
- Write to the client within seven days with findings of the investigation
- Take the necessary steps to rectify the issue

The Associate Director to advise both the Complaints Manager and the Director of the proposed actions to be prior to issuing any formal response.

All correspondence and findings to be saved to the job file under a 'complaint correspondence' folder and recorded on the complaints register.

Outcomes of the complaint to be discussed with the Directors and any lessons learnt to be shared with the team.

If the complaint is now resolved no further actions , If complaint is not resolved proceed to step 3

4. Step Three

See Appendix B for Decision Tree flowchart.

If the complainant is not satisfied with the outcomes of the initial step 2 responses and wishes to take the complaint further, once correspondence is received in writing, the complaints Manager will update the Complaints Register and save all correspondence to the job file, then advise The Director that further actions are required.

Where a complainant is dissatisfied with the outcome of this process, they have the right to appeal the decision of the Directors by writing to one of the four Directors of Salus who are based at the Head Office in Hinckley and have not been involved in the complaint.

The Director will review all of the information and write to the Client within 14 days.

All correspondence and findings to be saved to the job file under a 'complaint correspondence' folder and recorded on the complaints register.

Outcomes of the complaint to be discussed with the Directors and any lessons learnt to be shared with the team.

If the complaint is now resolved no further actions

Where a client has exhausted the company's Complaints Procedure and is still dissatisfied with the outcome, they have the right of appeal to the Building Safety Regulator.

5. Further Information and Advice

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This policy is reviewed annually by the Directors to ensure that whatever improvements to our service can be made, they are identified and acted upon, thereby building upon our reputation of providing one of the most efficient and professional building control and fire safety consultancy services in the UK


Complaint Form 1

Date & Time:			
Received From:			
Their Contact Details:			
Their Relationship to Project:			
Why Do They Want The Information?:			
Project Number:			
Address of Building:			
Description of Works:			
Nature of Complaint:			
Issue to be Resolved:			
Signed:		Date:	
Passed to Complaints Manager:		Date:	


NOTE: Do not offer any solutions and advise them that your conversation is without prejudice

Decision Tree: RBCA Complaints Procedure


V1/03.01.24/LW



The red marker represents the start of the Decision Tree.



Grey ovals represent critical control points where the correct action needs to be taken to remain within time frames of the complains procedure.



White rectangles represent the action you must take

