

## PE 1 Complaints and Inquiries

### Process

This process covers receiving and recording inquiries, receiving, recording and resolving complaints, and advising complainants of the outcome of the complaint. It is undertaken by officers as indicated in the procedure below.

### Procedure

<b>General inquiries</b>	1 The BCA receives inquiries from the public on a wide range of issues. General inquiries relating to building control functions are received by person, by phone, letter or email and referred to BDFs for reply. Simple general inquiries are not recorded.
<b>Inquiries about specific consents</b>	2 Technical inquiries about specific consents are received by phone or email. Where necessary, a file note is made in MagiQ. Copies of emails are saved to the relevant consent file. Inquiries are responded to immediately where possible, otherwise within 2 working days.
<b>Complaints</b>	3 Complaints must be made in writing, and must relate to the BCA's performance of its building control functions. Where complaints are received verbally, the complainant is asked to put the complaint in writing. 4 The PBM is responsible for recording, acknowledging, prioritising and responding to complaints to ensure objectivity and fairness. 5 An initial response is provided within 2 working days acknowledging receipt of the complaint and advising a timeframe for investigation and response.
<b>Complaint investigation</b>	6 The PBM investigates the complaint, and advises the complainant of the outcome in writing within two weeks of the complaint being received. If the nature of the complaint is such that further time is required to investigate it the PBM advises the complainant of the new timeframe. 7 Where the complaint is upheld, an appropriate remedy is agreed with the complainant. 8 Any complaint which cannot be resolved to the satisfaction of both the complainant and the PBM is referred to the Manager Strategic Planning. 9 Complaints are listed in the Building Compliments and Complaints Register and are also a standing item on the monthly operational meeting agenda. A copy is saved against the relevant consent file.