

COMPLAINTS PROCEDURE

Active Building Control has two Directors (Mr TJ Raftery BSc (Hons) MRICS and Mr M A Wood BSc (Hons) MBEEng MCABE).

a) All complaints should be directed (in writing) to:

Mr T.J.Raftery or Mr M.A. Wood (*depending upon if the complaint is regarding a particular director*). Active Building Control, Unit 1 Pacific Court, Pacific Road, Altrincham, Cheshire, WA15 5BJ.

b) Upon receipt of a written complaint, an acknowledgement will be made in the first instance within 10 working days confirming our receipt of the complaint. The investigation will be completed within 21 working days and by this time a director will contact the complainant to explain any necessary action to be taken.

Included within the above correspondence will be reference to a right of the complainant to a review by the director of their choice. Should the complaint concern Mr Wood personally, for example, the complaint will be referred in the first instance to Mr Raftery; the roles and responsibilities are reversed accordingly if the complaint concerns the other director personally.

c) If the complaint is about another member of staff then we will then offer the complainant a separate review by the other director (should the first review prove to be considered unsatisfactory). This additional review would be completed with 14 days of this specific request.

d) Should this prove to be unsatisfactory we will attempt to resolve the situation by mediation, (where both parties agree) in accordance with the model mediation procedure developed by the Centre for Dispute Resolution or the mediation process operated by the Dispute Resolution Service of the R.I.C.S.

e) Where the complainant remains dissatisfied with the result of the internal investigation or where the separate review or mediation has proved unsuccessful the complaint will be referred to the Surveyors Arbitration Scheme, to another scheme approved by the R.I.C.S. or, ultimately, to the Construction Industry Council (Section 3 of the Codes of Conduct) under which complaints between Active Building Control and the complainant may be resolved quickly and with minimum formality by an independent person.

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- f) The procedure for dealing with complaints shall be in writing and shall be made available to the client and to any member of the public on request. If Active Building Control are required to provide particulars in respect of separate review or mediation, we shall do so within 28 days of request.
- g) Active Building Control will, in case of referral to the Surveyors Arbitration Scheme, comply with the Surveyors Arbitration Scheme Rules.
- h) A separate complaints file is held for auditing purposes and to allow monitoring / development / improvement of the procedure over time.