



COMPLAINTS PROCEDURE

We take complaints seriously at Dunwoody and always strive for complete customer satisfaction however occasionally problems do occur. Complaints are always treated with professionalism, in an effective and efficient manner. We also endeavour to use these complaints as a training tool to continually improve the services we provide to our clients.

Dunwoody Building Legislation Limited's Client Liaison Manager will guide you through our three stage complaints process and will ensure you are kept up to date at every stage.

Our policies are reviewed every twelve months by the Management team so that improvements can be identified and policies put in place to improve on the service we provide to our clients in order to maintain our reputation as one of the most professional and considerate building control company's in the UK.

Our Procedure

Stage One

Where a client wishes to lodge a complaint about any aspect of the service they have received from DBL we ask that you first contact the project manager dealing with your project.

Please make this contact in either writing or by telephone where the project manager will endeavour to resolve the complaint by:

- Immediate communication over the telephone
- By arranging to visit the client within three working days

Should the project manager be temporarily unavailable to handle the issue, a director or the Client Liaison Manager from the company will write to the client within two working days to resolve the issue and to inform the client of the date and time when they can expect the project manager to provide them with a personal response. However, this response will be within two weeks.

We trust that in the majority of cases, by liaising with the project manager the issue will be resolved. If for any reason the client is displeased with the result of the response, they may progress their complaint to the second stage of our procedure.

Stage two

Our Client Liaison Manager or a Director of the company will then investigate the complaint and will:

- Make contact with the client within five working days to discuss the complaint in detail
- Liaise with the Surveyor or project manager assigned/managing the project
- Respond in writing to the client within seven days with details from their investigation.

Stage Three

Should the complainant remain unsatisfied with the outcome of our process, they have the right to appeal the decision by forwarding their complaint to the Construction Industry Council. 26 Store Street, London WC1E 7BT.