

Complaints Procedure

Internal procedure on receipt of a complaint

What is a complaint?

“A complaint is an expression of dissatisfaction no matter how received”

Dunwoody Building Legislation differentiates between a ‘neighbour’ concern, compliance with Building Regulations and a service dissatisfaction as below;

‘Neighbour’ concerns about projects

The nature of our work means that we have interactions with third parties who are not direct clients of DBL. We do receive notifications from neighbours and other interested parties. These are often issues that are covered by other legislation such as Planning, Environmental, Health and Safety and Party Wall agreements. DBL records and responds to these communications accordingly. Where appropriate DBL will forward on these communications to our clients for them to action directly. These issues are generally outside of our remit, and we will clarify our position on an individual basis to all issues that are raised with us.

We will acknowledge receipt of any matter raised within 3 days and formally respond within 14 days. Where matters are identified as urgent, we will look to expedite our response.

Client complaints about compliance with Regulation

Stage One

Where a client wishes to lodge a complaint about how compliance has been achieved against any Building Regulation we ask that the first contact is made with the project manager.

This contact should be in writing to ensure that a detailed record of the complaint can be kept in our system. The project manager will endeavour to resolve the complaint:

- By reviewing and communicating directly with the complainant and if needed by arranging to visit the client within 5 working days.
- Should the project manager be unavailable or unable to resolve the issue, a member of the Management Team will take control of the complaint.
- In all cases DBL will acknowledge receipt of the complaint within 3 days and provide a detailed response within 14 days.
- If for whatever reason the detailed response cannot be provided with 14 days this will be communicated to the complainant with an explanation and a proposed response time.
- 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

A Director of the company will investigate the complaint and will:

- Make contact with the client within 7 days to discuss the complaint in detail.
- Liaise with the Project Manager assigned to managing the project.
- Respond in writing to the client within 14 days with the outcome of their investigation.

Stage Three

Should the complainant remain displeased with the outcome of our process, they have the right to forward their complaint to the Building Safety Regulator, Health and Safety Executive, Redgrave Court, Merton Road, Bootle, Merseyside L20 7HS.

Client complaints about service delivery

DBL recognises that service dissatisfactions can arise. These can occur where a client of DBL feels we have not met our duties in a professional and timely manner. We take these complaints as seriously as a compliance complaint and investigate/respond to them in the same way.



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