

If you wish to submit a complaint about the performance of Building Control functions, please read the policy below:

Regulation 7(2)(h) – Receiving and managing complaints about building control functions

Policy:

MDC BCA has a system in place to receive and manage complaints about building control functions to ensure customer service support for applicants engaged in the consent process.

Procedure

1. The BCA's complaint policy is publicly available and accessible via the MDC website.
2. The Building Control Manager is the nominated person who has the overall responsibility for the consistent and effective functioning of the complaint process for the BCA, taking into consideration:
 - Has service standards for acknowledging, considering, and responding to complaints.
 - Ensures appropriate levels of objectivity and fairness to all parties.
 - Enables complaints to be prioritised.
 - Provides for any required remedies proportionate to the issues raised.
 - Enables complaints to be systematically and accurately logged and tracked.
3. Complaints must be made in writing and will be dealt with objectively and fairly to all parties.
 - Complaints must relate to the Council's performance of its building control functions.
 - The Building Control Manager is responsible for acknowledging, prioritising and responding to complaints.
 - An initial response is provided within two working days acknowledging receipt of the complaint and advising a timeframe for investigation and response. Initial response sent out by the BA
4. The Building Control Manager has 28 working days to review and address the complaint.
5. If the complaint relates to building work, a site investigation may be required. If a site investigation is required, the Building Control Manager will determine whether the complaint is valid and, if so, investigate the necessary corrective actions.

Following inspection (if applicable), the BCO and or contractor will record the inspection findings, any corrective actions taken, any follow-up action that may be required and forward the records where appropriate to the BCO or BA to record the complaint as resolved in complaints register.
6. The complainant will be informed of the outcome within 28 working days of the initial complaint.

7. If the complaint is of a more complex nature, and the timeframe cannot be met, the complainant will be informed of the reason why the time frame cannot be met, and when they can expect a response.

Complaints regarding BCA processes or procedures:

1. If complaints are regarding BCA processes/procedures, the complaint will be directed to the Building Control Manager and will be acknowledged within 2 days, they then have 28 working days to review and address the complaint.
2. The Building Control Manager will investigate the complaint to ensure that it is of a genuine nature and warrants further investigation. They may conduct any necessary investigations and on completion contact the complainant advising them of the outcome of the investigation and any resultant action within 28 working days.
3. If the complaint is of a more complex nature, the complainant will be informed why time frames cannot be met, and when they can expect a response.
4. Any findings, corrective actions taken, or follow-up action that may be required are recorded and the complaint will be marked as resolved in the Complaints Register.
5. The information will then be considered for inclusion into the continuous improvement register.

Complaints regarding the BCA or BCA staff member:

1. If complaints are received regarding the BCA or a member of its staff, the complaint will be directed to the Building Control Manager (or GM or CEO if the complaint involves the Building Control Manager) and will be acknowledged within 2 days, they then have 28 working days to review and address the complaint.
2. The Building Control Manager /CEO will investigate the complaint to ensure that it is of a genuine nature and warrants further investigation. The Building Control Manager /CEO may conduct any necessary investigation and on completion contact the complainant advising them of the outcome of the investigation and any resultant action within 28 working days.
3. If the complaint is of a more complex nature, the complainant will be informed the reason why time frames cannot be met, and when they can expect a response.
4. Any findings, any corrective actions taken, any follow-up action that may be required are recorded and the complaint will be marked as resolved in complaints register.

Reporting:

1. The Building Control Manager or delegated staff member will review the complaints received monthly to identify any systemic or emerging issues, or other opportunities to improve outcomes for all parties to a complaint. Effectively using the complaint system to identify issues and opportunities may support the BCA to comply with [regulation 17\(2\)\(e\)](#).

Complaints and any systemic or emerging issue or opportunities to improve outcomes will be reported during a BCA meeting where applicable, however if they are of a sensitive nature e.g., about a staff member, these complaints will not be reported at the meeting.

Unreasonable complainant conduct:

1. The BCA will not accept or respond to any complaint in relation to a building control function that are racist or otherwise derogatory or contain abuse or threats against the organisation or staff member(s).