CLARKE BANKS (BUILDING CONTROL) LIMITED – COMPLAINTS POLICY

Date Last Updated: 11.04.25

1. Purpose of this Policy

We aim to provide a professional and consistent building control service. If you believe we've not met expectations, we want to hear from you.

This policy explains how to raise a complaint, how we will handle it, and what you can expect from us.

Clarke Banks (Building Control) Limited operates in line with:

- The Operational Standards Rules - https://www.gov.uk/government/publications/building-control-bodies-professional-codes-and-standards/operational-standards-rules

- The Professional Conduct Rules for Registered Building Control Approvers (RBCAs) https://www.gov.uk/government/publications/building-control-bodies-professional-codes-and-standards/professional-conduct-rules-for-registered-building-control-approvers

- The ISO 9001:2015 quality management system

We use complaints to help improve our service.

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2. Our Role

We are a Registered Building Control Approver (RBCA), registered with the Building Safety Regulator (BSR) and operate under the Building Act 1984 and Building Regulations, to assess whether building work in England and Wales complies with relevant parts of the Building Regulations.

We:

- Review plans and design information
- Carry out site inspections at key stages
- Take reasonable steps to be satisfied the works comply

We do not:

- Provide design advice
- Guarantee compliance
- Act as a clerk of works or monitor every stage of a build
- Offer project management or site supervision
- Resolve disputes between duty holders - clients, builders, or designers

Responsibility for compliance sits with the duty holders - those designing, carrying out or commissioning the work.

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3. What Is a Complaint?

A complaint is any expression of dissatisfaction about our service, conduct, or decision-making, where you expect a response.

Examples include:

- Delays or failures in service
- Missed statutory duties
- Poor communication
- Breaches of our Code of Conduct
- Unfair, discourteous, or biased behaviour

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4. What Isn't Covered

The following fall outside our complaints process:

- Disputes about workmanship, finish, or design not related to Building Regulations
- Complaints about the outcome of lawful regulatory decisions
- Planning matters - contact your local planning authority
- Site conditions (noise, parking, waste) – report to your local authority
- Party wall matters – contact a Party Wall Surveyor
- Projects or parts of projects where we are not formally appointed
- Warranty claims or insurance-related complaints
- Matters already subject to legal action

We will tell you if your complaint falls into one of these areas and may help direct you elsewhere.

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5. Complaints Procedure

Stage 1 – Initial Review

- Email your complaint to: buildingcontrol@clarkebanks.com

  If you do not wish to / can't use email, we do accept complaints written or via phone call to our head office. We can be contacted here:

  Phone: 0333 344 5227 Option 1
  Address: 4 Navigation Court, Calder Park, Wakefield, West Yorkshire, WF2 7BJ

- We'll acknowledge receipt within 2 working days
- A manager will be assigned to handle it
- We aim to respond within 10 working days, or let you know if more time or clarification is needed
- We may speak with the team member(s) involved
- Our response will outline our findings and any next steps

Stage 2 – Senior Review

If you are not satisfied with the Stage 1 outcome:

- Request a Stage 2 review
- A director will investigate the matter
- We'll respond within 15 working days, or advise if we need longer

Possible outcomes:

- An apology or explanation
- Delivery of a missed service
- Corrective action
- Changes to internal policies

All complaints are logged and reviewed under our quality management system.

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6. If You're Still Not Satisfied

If you have completed our complaints process and still have concerns, you can contact the Building Safety Regulator (BSR).

The BSR will only consider complaints where:

- There is an alleged breach of the Code of Conduct for RBCAs
- There's misuse of regulatory powers
- There is evidence of repeated or serious non-compliance with the Operational Standards Rules

The BSR will not investigate:

- Technical disagreements over Regulation interpretation
- Complaints about workmanship or finish
- Personal dissatisfaction with minimum legal standards
- Cases that are already part of legal proceedings

The BSR does not award compensation or financial penalties.

You can contact them here:

- Phone: 0300 790 6787
- Online: https://www.contact-building-safety-regulator.service.gov.uk/