



## COMPLAINTS POLICY

While we aim to produce work and offer an exemplary service of which we can be proud, we recognise that there may be a situation where you believe you have reason to complain. We are committed to investigating any issues raised with us and will do our best to rectify all justified complaints in line with our procedures.

ICW Building Control Ltd operates a simple three step approach for ease of handling complaints as we recognise that customer complaints are a valuable form of feedback about the services we offer. This procedure outlines to the aims of the business in dealing with complaints and sets out what the customer can expect when making a complaint regarding our services.

### The procedure

#### Step One

The first step in the process is to contact the Business Support Manager. This can be done informally by telephone or in writing and you will receive acknowledgment of your complaint within three working days with a view to resolving the dispute in an efficient manner. This will be followed by a written response within 14 working days of acknowledgement of the complaint.

Sonia Dhesi  
Business Support Manager  
[Sonia.dhesi@icwbuildingcontrol.co.uk](mailto:Sonia.dhesi@icwbuildingcontrol.co.uk)

#### Step Two

If you are dissatisfied with the response, you can escalate to a formal complaint which should be made in writing to a director of the company using the contact details below:

Neil Horsfall  
Unit 2 Waverley, Market Dock, South Shields, Tyne and Wear, NE33 1LE  
[Neil.horsfall@icwbuildingcontrol.co.uk](mailto:Neil.horsfall@icwbuildingcontrol.co.uk)

The director (or nominated director in their absence) will undertake a separate review of the complaint and will respond in writing within 14 working days with the findings of their investigation.

#### Step Three

If you remain dissatisfied with the outcome of this process, you have the right to make a formal complaint in writing to the Health and Safety Executive (HSE) as the organisational owner of the Building Safety Regulator (BSR): Please contact [aicomplaints@hse.gov.uk](mailto:aicomplaints@hse.gov.uk)

All relevant information will be recorded as part of the company's Quality Management System, forming part of an annual review for both investigating complaints and outcomes to enable improvements in our service and prevent recurrence. All information will be kept for a minimum period of not less than 15 years for any subsequent audits.