

## MDWSS T/A PREMIER GUARANTEE SURVEYORS - BUILDING CONTROL COMPLAINTS POLICY.

The Building Control Performance Standards state that:

*“Building Control Bodies shall publish and maintain an appropriate complaints procedure. If a person is dissatisfied with the Building Control service they receive, they should be able to complain to the provider in a manner that can be independently audited.”*

### Building control performance standards 2017 edition

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. MDWSS aims to treat our customers fairly at all times, especially when they feel they have cause for complaint. MDWSS take any complaint extremely seriously and will use this policy for any expression of dissatisfaction.

MDWSS 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 Building Control Compliance Team. This can be done informally by telephone or in writing and you will receive acknowledgment of your complaint within two working days with a view to resolving the dispute in an efficient manner. This will be followed by a written response within twenty eight working days of acknowledgement of the complaint, this is to ensure that a full and thorough investigation takes place.

If, for any reason, our investigation is not concluded within twenty eight days of receipt, the Building Control Compliance Team will write to you again, informing you of the reasons for further delay.

The Building Control Compliance Team’s contact details are as follows:

Building Control Compliance Team

Premier Guarantee Surveyors

Shore Lines Building

Shore Road

Birkenhead

Wirral

CH41 1AU Email: [BCComplaints@premierguarantee.co.uk](mailto:BCComplaints@premierguarantee.co.uk)

Tel: 0151 650 4300 ext 426

Date: 05/06/2023 Approved By:

## Step Two

If you are dissatisfied with the response, you can escalate to a formal complaint which should be made in writing to the Head of Building Control at MDWSS using the contact details below:

Head of Building Control and Design Review  
Premier Guarantee Surveyors  
Shore Lines Building  
Shore Road  
Birkenhead  
Wirral.  
CH41 1AU

Email: [BCComplaints@premierguarantee.co.uk](mailto:BCComplaints@premierguarantee.co.uk)

Tel: 0151 650 4300 ext 426

The Head of Building Control (or nominated deputy in their absence) will undertake a separate review of the complaint and will respond in writing within fourteen working days with the findings of their investigation.

At all times the Managing Director of MDWSS T/A Premier Guarantee Surveyors, will oversee all complaints.

## 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 Registrar at the Construction Industry Council. Please visit their website

<https://www.cicair.org.uk/complaints/> for further information and the documents CICAIR 'Definition of a Complaint' and 'Code of Conduct for Approved Inspectors'.

Your complaint should be referred directly to:

Construction Industry Council Approved Inspectors Register (CICAIR Ltd)  
CICAIR Limited  
26 Store Street  
London.  
WC1E 7BT

Email: [cicair@cic.org.uk](mailto:cicair@cic.org.uk)

Tel: 020 7399 7403

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

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2 Shore Lines Building | Shore Road | Birkenhead | Wirral | CH41 1AU  
T 0800 107 8446 | E [info@premierguarantee.co.uk](mailto:info@premierguarantee.co.uk) | W [www.premierguarantee.com](http://www.premierguarantee.com)

Premier Guarantee is a trading name of MD Insurance Services Limited. Registered in England No: 03642459.  
MD Insurance Services Limited is the Scheme Administrator for the Premier Guarantee range of structural warranties.  
MD Insurance Services Limited is authorised and regulated by the Financial Conduct Authority.



service and prevent recurrence. All information will be kept for a minimum period of not less than 5 years for any subsequent audits.

**Date:** 05/06/2023 **Approved By:**

2 Shore Lines Building | Shore Road | Birkenhead | Wirral | CH41 1AU  
**T** 0800 107 8446 | **E** info@premierguarantee.co.uk | **W** www.premierguarantee.com

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