**ToP Building Control Complaints Policy**

If you are dissatisfied with any aspect of the service you have received from our company we would advise you that we have a formal complaints procedure as set out below and would invite you to forward the following information in confidence to: The Managing Director, 28 Croft Rise, East Bridgford, Nottinghamshire, NG13 8PS or alternatively by telephone to the Project Surveyor

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| **1. Your name, your contact details and the nature of your complaint.** |
| **2. The specifics of your complaint, whom the complaint is against, the names and addresses of any witnesses where appropriate.** |
| ***3.* Application reference number** |

**Your complaint will then be dealt with in the following stages;**

**Stage 1-** Your complaint will be considered by the Project Surveyor initially in a confidential manner where possible immediately over the telephone, or by visiting the client within three working days

If the Project Surveyor is temporarily unavailable to deal with the issue, we will confirm a date that a response can be expected and in all events within 14 days. In most cases this will hopefully rectify the issue, if you are not satisfied, then the stage 2 of the procedure commences.

**Stage 2-** It will then be discussed with those involved and any witnesses so that we can consider the matter fully. We will then contact you to discuss the matter and agree the most appropriate remedy with you, if necessary, within 10 working days from the initial receipt, this will be completed by a company Director.

**Stage 3-** If we cannot resolve the issue within stage 1 and 2 a formal meeting will be arranged to further discuss and resolve the complaint within 5 working days. We hope that we will fully resolve your complaint at this stage, however;

**Stage 4-** If your complaint cannot be resolved to your satisfaction within the scope of the company procedure you will be advised that you may seek a formal decision from; The Registrar Construction Industry Council, 26 Store Street, London WC1E 7BT

**The company will treat all complaints confidentially and seriously and we welcome any constructive comments which will enable us to review and improve our services in the future.**