**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, Office 10 The Office Village, North Road, Loughborough, LE11 1QJ or alternatively by telephone to the Project Surveyor

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

Your complaint will then be dealt with in the following stages.

1. Stage 1, We will respond to you within 10 working days of receiving your complaint. Where the problem is complex the initial contact may be to acknowledge and clarify the nature and/or circumstances of your complaint.
2. Within 20 working days we will notify you of the outcome of our investigation and inform you of our findings and any corrective proposals/actions.
3. Following the final response if you are requiring your complaint to be further investigated then an escalation to stage 2 will be undertaken by a Director, they will undertake the review and confirm if anything further is to be added or a change in the response originally provided.
4. Within 20 working days we will notify you of the outcome of our stage 2 investigation and inform you of our findings and any corrective proposals/actions.
5. Timescales are advisory and can be extended if the complaint requires further investigation to gather further evidence to conclude the complainants’ issues.
6. If you have exhausted our complaints procedure, you may wish to escalate your complaint to the Building Safety Regulator please direct to the below central mailbox managed by the HSE [aicomplaints@hse.gov.uk](mailto:aicomplaints@hse.gov.uk)
7. If your compliant is to do with the conduct of an RBI then please raise this with the Director and this will be investigated.

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.