

Complaints Procedure

Effective Date: 3rd December 2024

Review Date: 3rd June 2025

1. Purpose

Yorkshire Building Control Ltd is committed to providing a high-quality and professional service. We value feedback and take all complaints seriously, using them as an opportunity to learn and improve.

2. Scope

This procedure applies to:

- Clients, customers, or members of the public.
- Anyone who has dealings with Yorkshire Building Control Ltd and wishes to raise a complaint.

3. What is a Complaint?

A complaint is any expression of dissatisfaction about:

- The standard of service we have provided.
- The conduct or behaviour of our staff or representatives.
- The handling of a previous complaint.

We aim to resolve complaints quickly, fairly, and confidentially.

4. How to Make a Complaint

You can make a complaint by:

- **Email:** ybcyork@yorkshirebc.co.uk
- **Phone:** 01904 207110
- **Post:** Yorkshire Building Control Ltd, 5 Clifton Moor Business Village, James Nicholson Link, York, YO30 4XG

Please provide as much information as possible, including:

- Your name and contact details.
- A clear description of your complaint.
- Any relevant dates, times, and people involved.
- Any supporting evidence, if available.

5. How We Will Handle Your Complaint

- **Step 1: Acknowledgement**

We will acknowledge your complaint in writing within **5 working days** of receiving it.

- **Step 2: Investigation**

A manager or senior staff member will investigate your complaint fairly and thoroughly. We may contact you for further information.

- **Step 3: Response**

We aim to provide a full written response within **15 working days**. If the investigation takes longer, we will let you know and provide an update.

- **Step 4: Further Steps**

If you are not satisfied with our response, you can request a review by a senior manager or the Managing Director. We will respond within **10 working days**.

- **Step 5: Taking it to Our Governing Body**

Once you have exhausted our complaints procedure, you may wish to escalate your complaint to the Building Safety Regulator if you are still not satisfied.

Health & Safety Executive

Building Safety Regulator

Tel: 0300 790 6787

Web: www.contact-building-safety-regulator.service.gov.uk

6. Confidentiality

We treat all complaints with confidentiality. Your personal information will be handled in accordance with data protection laws.

7. Continuous Improvement

All complaints are recorded and reviewed to identify patterns, trends, and areas for improvement.

8. Contact Us

Yorkshire Building Control
5 Clifton Moor Business Village
James Nicholson Link
York
YO30 4XG

www.yorkshirebuildingcontrol.co.uk

ybcyork@yorkshirebc.co.uk / 01904 207110