



To Whom it may concern,

RE: External Complaint Process

We at Total Building Control Ltd (Total BC) are committed in providing a high-level of service. Total BC aims to continually improve the services we offer. All complaints will be recorded to assist in preventing any future complaints of the same nature.

How to make a Complaint:

1. You can write to us at Total Building Control Ltd, Unit 8, Langdon House, Langdon Road, Swansea, SA1 8QY alternatively send us an email to: office@tbcswansea.co.uk.
2. Anticipated timescales are not binding, various factors such as the complexity of the complaint and workload demands may necessitate the allocation of further time to the investigation.

When you make a complaint, we will require:

3. Your name & contact details, including address, email address, and telephone number.
4. The details of the property that you are making the complaint about.
5. The nature of your complaint.
6. Any information you consider supports your complaint.

Phase 1 (Review & Respond): Once we have received your complaint we will:

1. Acknowledge the complaint within three business days and provide you with the for the complaint process information and a document providing answers to frequently asked questions. The documents may have been previously provided to you.
2. Provide you with the contact of the person dealing with your complaint.
3. Our Legal Support Manager will monitor this phase.
4. Carry out a review of the complaint and provide comment within twenty business days from initial receipt.
5. For complaints concerning complex technical issues, the complaints procedure may require a longer timeframe in which to deal with your complaint sufficiently and we will advise you of that where necessary.
6. If we do not receive correspondence from you within three months of our informal response, we will consider that the response provided by us is to your satisfaction and the complaint will be considered closed.

Phase 2: What happens if you are not satisfied with our informal response?

1. If you are dissatisfied with the outcome of our review and provide us with further comment in response to phase one, a Principal Surveyor will review the nature of the complaint and provide a formal response within 20 business days from receipt of your comments.



2. It is anticipated that within phase 2 there may be multiple correspondence between both parties over an unspecified timeframe.
3. If the dissatisfaction is in relation to a technical decision (prior to notifiable work commenced) we will provide you with the details for you to decide whether you wish to begin the process of determination or appeal. Please see FAQ's document for further information.
4. If we do not receive correspondence from you within three months of our formal response, we will consider that the response provided by us is to your satisfaction and the complaint will be considered closed.

Phase 3: Appeal Process

1. If you continue to remain dissatisfied following our formal response please provide us with further comment in response to phase two, and your complaint will be reviewed further by the Managing Director who will provide a formal response within 20 business days from receipt of your comments in response to phase 2.
2. We would encourage you in this phase to undertake mediation with Total BC; please refer to FAQ for further information about this avenue.
3. If we do not receive correspondence from you within three months of our Managing Director's response, we will consider that the response provided by us is to your satisfaction and the complaint will be considered closed.

Phase 4: Referral to the Approved Inspectors licence body known as CICAIR

1. Customers who remain dissatisfied after going through Total Building Control's internal complaints procedure, can make a referral to the CICAIR Approved Inspectors Register (CICAIR). Further details of their formal complaint's procedure can be found on our FAQs document.

Yours sincerely,



Andrew Ofomah
For and on behalf of Total Building Control Limited
Corporate Approved Inspector

