



To Whom it may concern,

**RE: External Complaint Process**

We at Total Building Control Ltd (Total BC) are committed to 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, mentioned in phases 2 & 3 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 about which you are making a complaint.
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 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 Quality Manager will monitor this phase.
4. Carry out a review of the complaint and provide comment within 20 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 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 response to Phase 1?**

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



2. Numerous correspondence between both parties over an unspecified timeframe is anticipated within phase 2.
3. If the dissatisfaction is in relation to a technical decision, we will provide you with the details for you to decide whether you wish to begin the process of determination or appeal as appropriate. 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 response to phase 2, please provide us with further comment and your complaint will be reviewed further by another Director who will provide a formal response within 20 business days from receipt of your comments in response to phase 2.
2. If you are dissatisfied with the formal response to Phase 3, the next step is to undertake mediation with Total BC; please refer to FAQ's for further information about this avenue.
3. If we do not receive correspondence from you within three months of our phase 3 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 Regulatory Authority**

1. Customers who remain dissatisfied after going through Total Building Control's complaints procedure, can make a referral to the Regulatory Authority. In England this is the Building Safety Regulator and in Wales this is the Welsh Ministers. Further details of their formal complaints procedure can be found in our FAQ's document.

Yours sincerely,



Andrew Ofomah  
For and on behalf of Total Building Control Limited  
Registered Building Control Approver

