



CONSULTING

[www.hoconsult.co.uk](http://www.hoconsult.co.uk)

[info@hoconsult.co.uk](mailto:info@hoconsult.co.uk)

## Complaints Procedure

H+O Consulting Ltd intend to provide a high-quality, good value Building Control service to all clients, existing or new and any other associated parties. Our objective is to undertake our service as effectively as possible whilst maintaining our core values and our duty-bound function. However, should any client be unsatisfied with the service that we have provided, we welcome their comments, so that we can alter our processes should the need arise and to prevent any recurrence in the future.

H+O Consulting Ltd will treat all complaints confidentially and seriously. The company adheres to the operational standard rules and the HSE Professional Conduct Rules for Registered Building Control Approvers and the Code of Conduct for Registered Building inspectors. We will ensure adherence to Sections 2.25-2.27 the full document can be viewed via this link below;

<https://www.hse.gov.uk/building-safety/building-control/professional-conduct-rules.htm>

The following issues could be considered a complaint:

- Failure to provide a service at the right time or to the standard expected of the service
- Failure to fulfil statutory responsibilities
- Failure to implement a decision
- Failure to comply with the Operational Standard Rules/Building Control Performance Standards
- Failure to abide by the Code of Conducts
- Dissatisfaction with an answer to a query or a response to a request for a service
- Failure to follow the service's agreed policy or procedures
- Failure to take proper account of relevant matters in coming to a decision
- Discourtesy or unacceptable behaviour by a member of staff
- Harassment, bias or unfair discrimination.

Matters that are not considered complaints:

- A decision of an Registered Building Control Approver where regulatory powers are being exercised
- Unsubstantiated criticisms of the scope or context of the Registered Building Control Approver service
- A Building Regulation technical assessment
- Criticisms of quality of workmanship (outside Building Regulation requirements for materials and workmanship) or building warranty items



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- Criticisms which constitute a disagreement with, or a refusal to accept, a rule of law which the Registered Building Control Approver is applying.
- Misunderstanding or dissatisfaction with the minimum standard set by the Building Regulations. Complaints and/or claims made against the Warranty where the building control complaints process has not been exercised.

## H+O Consulting Ltd Complaints Procedure

### STAGE ONE:

A complaint should be forwarded to one of the company Directors, in writing, so the concerns can be fully considered. We would request the correspondence contains the address to which the complaint relates to and the full reason for the dissatisfaction with the service/situation. Upon receipt the complaint will be logged and allocated to one of the company Directors as appropriate. We will acknowledge receipt within 5 working days in writing.

We can be contacted by email, phone or post:

Email: [info@hoconsult.co.uk](mailto:info@hoconsult.co.uk)

Phone: 0203 823 7874

Post: H+O Consulting Ltd, 24 Greville Street, Farringdon, London, EC1N 8SS

Contact information is also available on our website [www.hoconsult.co.uk](http://www.hoconsult.co.uk)

Your complaint will be investigated thoroughly and impartially by one of the Directors, the single point of contact will be confirmed in written acknowledgement. H+O Consulting Ltd pride ourselves on our professional service and commit to handling any complaint efficiently and fairly. A written response to any complaint will be issued within 10 working days of acknowledgement of the complaint.

### STAGE TWO:

Should the complainant still be unsatisfied we request you confirm, in writing, the reasoning for your dissatisfaction with our response. If a response is received, we will further investigate the issues raised and obtain a second opinion via an independent third-party Building Control professional. Following this independent review, we will again provide a response in writing within 15 working days of receipt of your response.



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### STAGE THREE:

If you are still not satisfied with our response to your stage two complaint, you may request it to be assessed by our industry mediation service by having your complaint escalated to the Building Safety Regulator (HSE).

You may contact the HSE directly by either of the following:

Postal address:

Building Safety Regulator  
Redgrave Court  
Merton Road  
Bootle  
L20 7HS

Telephone: 0300 003 1747