



**ALPHA**  
**BUILDING CONTROL**

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## **Complaints Handling Procedure**

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Use	All
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## Complaints Handling Procedure (CHP)

We have in place a CHP which meets the regulatory requirements. Our CHP has three stages. If customers are still dissatisfied after exhausting Alpha Building Control's process, stage 3 can be followed.

### STAGE 1

If your concern relates to the quality of workmanship or construction defects, the first step is to contact your builder or contractor directly. Additionally, you should liaise with the Alpha Building Control Registered Building Inspector assigned to your project to seek a resolution. They should be given the opportunity to address and rectify any issues before the matter is escalated under Alpha Building Control's Complaints Policy. If your complaint does not concern the actions of the builder, contractor, or registered building inspector, please proceed to Step 2 to formally submit your complaint to Alpha Building Control.

If you are not satisfied with the response from the registered building inspector, you may escalate the matter by following the process outlined in Stage 2.

It is important to note that clients and dutyholders hold the ultimate responsibility for ensuring that building work complies with relevant planning regulations and Building Regulations. The role of Building Control is to provide independent third-party oversight, and Registered Building Control Approvers must take reasonable steps, within the scope of professional skill and care, to be satisfied that the relevant aspects of the Building Regulations have been met.

Please be aware that complaints regarding financial or contractual disputes fall outside the scope of Alpha Building Control's Complaints Policy. In such cases, we recommend contacting one of the third-party organisations listed in Stage 3. You may also wish to seek independent legal advice if you need to pursue a financial claim through the courts.

### ROLE OF ALPHA BUILDING CONTROL AS A REGISTERED BUILDING CONTROL APPROVER (RBCA)

As a Registered Building Control Approver (RBCA), our role is to provide independent third-party oversight in relation to the Building Regulations and to undertake reasonable checks to determine whether building work complies with these regulations. However, we do not provide an absolute guarantee of compliance. Our certification confirms that, based on the information available to us, the works appear to meet the requirements of the Building Regulations.

To fulfil this responsibility and issue a Building Control Final Certificate, we conduct a thorough review of plans, where they are submitted, and carry out periodic site inspections during construction. These inspections are intended to perform reasonable checks on the work undertaken, but we are not engaged as a Clerk of Works to oversee every stage of the building process. The responsibility for achieving compliance ultimately rests with the person carrying out the work.

If a complaint falls outside this remit, there may be no action we can take, and you may need to raise the issue directly with your appointed builder or contractor.

## COMPLAINTS OUTSIDE OF OUR SCOPE

Our role as an RBCA and our complaints procedure do not extend to the following matters. However, we have provided guidance on the appropriate parties to contact:

- **Party wall disputes** – Seek advice from an independent Party Wall Surveyor.
- **Noise disturbances** – Contact your local authority's Environmental Health department.
- **Working hours concerns** – Report to the local authority's Environmental Health department.
- **Parking issues** – Contact your local authority.
- **Construction-related dirt and waste** – Report to the local authority's Environmental Health department.

If Alpha Building Control receives a complaint regarding any of the above issues, we will not be able to assist. Reporting such matters to us may delay appropriate action being taken by the relevant authority.

## PLEASE SEND YOUR COMPLAINT TO:

**Post:** Alpha Building Control  
3 Mowbray House  
Olympic Way  
Richmond  
North Yorkshire  
DL10 4FB

**Tel:** 0800 915 3210

**Email:** admin@alphabcltd.com

## STAGE 2: INTERNAL

### Once we have received your complaint we will:

1. Acknowledge the complaint.
2. Provide you with the contact details of the person dealing with your complaint.
3. Review the complaint.
4. Provide you with a response to your complaint.

### How long will it take?

1. We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 working days.
2. The Appointed Person will contact you within 20 working days and inform you of our understanding of the circumstances leading to your complaint.

3. At this stage, a decision will be made regarding whether the complaint requires further investigation or if it falls outside the scope of Alpha Building Control. We will confirm if no further action is to be taken by us.
4. For more complex complaints the procedure can take longer, and we will advise you of that where necessary.
5. If Alpha Building Control concludes that your complaint warrants further investigation, you can expect a response within 20 working days following the completion of the initial review. The representative overseeing your complaint will reach out to you to communicate the findings of the investigation and to discuss any actions that may have been taken or are necessary moving forward.

If you still remain dissatisfied with our handling of the complaint, we will attempt to resolve this promptly through negotiations, or otherwise agree to enter into mediation with you. This can be undertaken by:

1. The Royal Institute of Chartered Surveyors, “in the event of a dispute between the parties, either party can apply to the President of the RICS for the appointment of an Independent Expert/ Arbitrator/ Dispute Resolver/ Surveyor

Once we receive a request for the appointment from a party to the dispute, we can advise which application to complete.

If you require any further information, you can look at our website, or call the Dispute Resolution Service on 020 7334 3806.

<http://www.rics.org/uk/join/member-accreditations-list/dispute-resolution-service/application-forms-for-drs-content-page/>

Or

2. CEDR: Centre for Dispute Resolution:  
<https://www.cedr.com/solve/dispute-resolution-services/>

### STAGE 3: EXTERNAL

If you remain dissatisfied with the complaint decision and you feel that you have fully exhausted this complaint process, you can make a formal complaint to the Building Safety Regulator (BSR).

The BSR can be contacted directly in one of the following ways:

- Telephone: 0300 790 6787
- Email: <https://www.gov.uk/guidance/contact-the-building-safety-regulator#complaints-you-can-make-to-bsr>

You can also find details about the Building Safety Regulator Investigation Procedure Statement on the HSE website <https://www.hse.gov.uk/building-safety/building-control/investigation-procedurestatement.htm>.



0800 9153 210 | [info@alphabcltd.com](mailto:info@alphabcltd.com)

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