

### **Complaints Procedure**

Restore Compliance has a formal complaints procedure that adheres to the Code of Conduct for Registered Building Control Approvers (RBCA), Code of conduct for Registered Building Inspectors (RBI) and to the requirements of the HSE Operational Standards Rules.

Matters that we do not consider a complaint:


- A decision of an RBCA / RBI where regulatory powers are being exercised
- Unsubstantiated criticisms of the scope or context of the RBCA / RBI service
- Criticisms of quality of workmanship (outside Building Regulation requirements for materials and workmanship) or building warranty items
- Boundary positions and party wall matters
- Health & Safety issues; the RBCA does not have enforcement powers
- Criticisms which constitute a disagreement with, or a refusal to accept, a rule of law which the RBCA /RBI is applying
- Criticism of decisions made by the planning authority

If you have contacted your RBI and the complaint is not resolved, please submit your complaint to Restore Compliance via email with the attached F1 form. All complaints must be received by either email or in writing and an email or postal address will be requested from the complainant. This enables us to ensure an audit trail of complaints and responses.

Complaints should be submitted to [enquiries@restorecompliance.co.uk](mailto:enquiries@restorecompliance.co.uk)

1. We will respond to you within 10 working days of receiving your complaint. Where the problem is complex the initial contact may be to acknowledge and clarify the nature and/or circumstances of your complaint.
2. Within 20 working days we will notify you of the outcome of our investigation and inform you of our findings and any corrective proposals/actions.
3. Following the final response if you are requiring your complaint to be further investigated then an escalation to level 2 will be undertaken by a Director within Restore Compliance, they will undertake the review and confirm if anything further is to be added or a change in the response originally provided.
4. Within 20 working days we will notify you of the outcome of our level 2 investigation and inform you of our findings and any corrective proposals/actions.
5. Timescales are advisory and can be extended if the complaint requires further investigation to gather further evidence to conclude the complainants' issues.
6. If you have exhausted our complaints procedure you may wish to escalate your complaint to the Building Safety Regulator (BSR).

7. The BSR can be contacted directly in one of the following ways:
  - Telephone: 0300 790 6787
  - Email Contact the Building Safety Regulator - GOV.UK ([www.gov.uk](http://www.gov.uk))
  - You can also find details about the Building Safety Regulator Investigation Procedure Statement on the HSE website <https://www.hse.gov.uk/buildingsafety/building-control/investigation-procedure-statement.htm>
8. If your complaint is to do with the conduct of an RBI then please raise this with the Feedback Team and this will be investigated.



Jennifer Barrett – Director

April 2025

Review April 2028



Kathryn Morement – Director

