

## Introduction

Mullee Associates Ltd set out to provide their customers with a quality building control service where their feedback is respected and used as a communication tool to improve our service. Our aim is to adopt best practice and respect all parties involved in a building project and offer best value for our service. We want to get it right first time all of the time.

We operate within a quality framework that is customer focused and process centred and we want to know about your experience. If you are happy with the service you have received from us please let us know and email us at

[feedback@mulleeassociates.co.uk](mailto:feedback@mulleeassociates.co.uk)

If a customer is unsatisfied with the service they receive from us, we want and need to know why that is, so that we can put it right and prevent any recurrence in the future. Your opinion counts so that we can improve our service to you as a valued customer.

We adhere to our Code of Conduct for Approved Inspector's (Amended 2017) set down by our Regulatory Body, the Construction Industry Council Approved Inspector Registrar (CICAIR) and Complaints Procedure and Protocol in-line with our Code of Conduct for Approved Inspectors. We will exhaust all our resources until you are satisfied with how we handle your complaint. If you are still not satisfied with how we have handled your complaint, you can then escalate your complaint to our Regulatory Body, the CICAIR in-line with their Complaints Procedure and Protocol as follows.

## **Complaints Procedure**

### **Stage One**

Please make your complaint by email to our Director, Pauline Mullee so that we can record your complaint and pro-actively resolve it in a timely fashion. Please make reference to the site address and reason for your complaint and we will do our utmost to put things right immediately if we can and will acknowledge receipt of your complaint within 5 working days in writing by email or letter, so please provide us with these contact details.

Your complaint will be investigated thoroughly, professionally and impartially by the Director or senior technical member of staff. You will be informed of the nominated investigating officer dealing with your complaint.

It is of utmost importance to us that we handle your complaint professionally, efficiently and fairly within a timely fashion and provide you with a full written response to your complaint **within 10 working days** of acknowledging receipt of your complaint in writing.

### **Stage Two**

Should you remain unhappy with our response to your stage one complaint, you may wish to write to us or email us stating the reasons why you remain unhappy in regards to the complaint itself and how we have handled it, so that your complaint can be escalated and handled at our stage two complaints procedure.

We will then investigate your escalated complaint in a comprehensive manner and in order to do so we may request additional information from you in writing to ensure a thorough investigation and to reach a justifiable outcome to your stage two complaint.

We endeavour to handle your escalated stage two complaint with a comprehensively investigated response in writing to you **within 21 working days** of receiving your request in writing to escalate your stage one complaint to stage two.

### **Stage Three**

We value your custom and we endeavour to resolve any issues with you directly within a reasonable timeframe as set out above and will exhaust all our resources we can to make you happy. If you are still not happy 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 Construction Industry Council Approved Inspector Registrar, where it will be dealt with in accordance with Section 3 of the Code of Conduct for Approved Inspectors (1 January 2017) and disciplinary procedures in accordance with the Construction Industry Council Approved Inspector Register (CICAIR) Complaints Protocol.

#### **\*Please note:**

Anyone seeking to lodge a complaint with CICAIR against an Approved Inspector is required, in the first instance, to exhaust the Approved Inspector's internal complaints procedure before raising the matter with the CICAIR.

CICAIR are unable to engage in correspondence on the specifics of any complaint until the conclusion of the investigation by the Approved Inspector.

**You may contact the CICAIR directly by either of the following:**

Post: CICAIR Limited, 26 Store Street, London WC1E 7BT

Email: [cicair@cic.org.uk](mailto:cicair@cic.org.uk)

Telephone: 020 7399 7403

**Further Guidance Available from our Regulatory Body the CICAIR:**

- What is Building Control?

<https://www.cicair.org.uk/complaints/#building-control>

- Definition of a Complaint:

<https://www.cicair.org.uk/wp-content/uploads/2020/02/01-CICAIR-Complaint-Definition-Issue-2.pdf>

- Making a Complaint to the CICAIR

<https://www.cicair.org.uk/complaints/>

- Complaints Protocol

<https://www.cicair.org.uk/wp-content/uploads/2020/02/03-CICAIR-Complaints-Protocol-Issue-3.pdf>

- Depending on whether your project started before or after 28<sup>th</sup> February 2017 depends on what required complaint form you will need when escalating to the CICAIR, the required forms are available from the CICAIR as follows:

<https://www.cicair.org.uk/complaints/#documents>

- Code of Conduct for Approved Inspectors:

[https://www.cicair.org.uk/wp-content/uploads/2020/02/02CICAIR\\_CodeofConduct\\_01.01.2017.pdf](https://www.cicair.org.uk/wp-content/uploads/2020/02/02CICAIR_CodeofConduct_01.01.2017.pdf)

- Building Control Performance Standards Advisory Group:

<https://cicair.wpengine.com/wp-content/uploads/2019/02/10-buildingcontrolperformancestandards2017final-1.pdf>