

Complaints Procedure

While we aim to produce work and offer an exemplary service of which we can be proud, we recognise that there may be a situation where you believe you have reason to complain. We are committed to investigating any issues raised with us and will do our best to rectify all justified complaints in line with our procedures.

If you feel that any aspect of our service has fallen short of your expectations and you wish to make a formal complaint, please provide a clear written description of your complaint with as much information as possible relating to the complaint and send it to:

Joe Campion,
Director,
Quadrant Building Control,
Quadrant House,
West Central Business Park,
Lincoln LN6 3QP

Email: joe@quadrantai.co.uk

We will contact you within ten working days to confirm receipt of your complaint. We aim to contact you to discuss your complaint and to formally respond to your complaint within 21 working days from date of receipt.

If you remain unsatisfied with how your complaint has been handled then you can contact **Nick Ellson, Director, at nick@quadrantai.co.uk**, who will undertake a separate review of the complaint and will respond in writing within 14 working days with the conclusions of his review.

If you are still dissatisfied following this second review then you can make a formal complaint to the Registrar at the Construction Industry Council. A complaint form can be obtained by visiting **www.cic.org.uk**. The procedure will then be followed as set out in Section 3 Disciplinary Procedures of the Code of Conduct for Approved Inspectors (revised 1 January 2017).

The Construction Industry Council has been designated by Government as the body for approving and monitoring Approved Inspectors.

Quadrant Building Control will ensure compliance with the General Data Protection Regulations (GDPR) when processing the personal information that you include in your complaint.

A copy of all relevant details relating to your complaint will be kept on Quadrant's project file. A further copy will be held in a separate complaints file that the Company is required to maintain as part of its Approved Inspector license by the Construction Industry Council and in each case, for not less than five years.