

## Complaints Procedure

MFA Building Control Ltd, operate a formal procedure for dealing with complaints from any person to whom a duty of care is owed. The procedure encapsulates Section 3 of the Construction Industry Council Code of Conduct Approved Inspectors (CICAIR).

Should a complaint be received the following procedure is followed;

- All formal complaints must be in writing and clearly set out the nature of the complaint and/or grievance.
- MFA acknowledge the receipt of the customer complaint letter, within 7 days from receipt, and confirms the nature of the complaint. The acknowledgement also confirms a contact name and a target response deadline of 21 days.
- In the first instance the complaint is passed to the person dealing with the relevant project, who will respond to the complainant within the deadline.
- If the complaint cannot be resolved at this stage the details are passed on to the relevant Director who will consider the actions taken and respond to the complaint accordingly.
- Where the complainant remains dissatisfied with the result of the internal investigation or where the separate review or mediation has proved unsuccessful, the complaint will be referred to make a formal complaint in writing to Registrar at the Construction Industry Council (CIC AIR) 26 Store Street, London, WC1E 7BT (details can be found on the website ([www.cic.org.uk](http://www.cic.org.uk))). The registrar will follow the procedure set out in section 3 of the Approved Inspectors Code of Conduct. A copy of Section 3 of the “Code of Conduct for Approved Inspectors and Disciplinary Procedures” as issued by the construction Industry Council Approved Inspector Register (CIC AIR) will be provided upon request upon request to assist the complaint in this process. The decision of the CIC AIR shall be binding on the parties involved, subject to appeal.