

Locations in: East Midlands Sheffield & South Yorkshire South West North West

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 the Code of Conduct for Registered Building Control Approvers (RBCA), Code of Conduct for Registered Building Inspectors (RBI) and to the requirement of the HSE Operational Standards Rules.

Matters that we do not consider a complaint:

- A decision of a 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.

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 working 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 complainant will be referred to make a formal complaint to the Building Safety Regulator, please direct to the below central mailbox managed by HSE.
- aicomplaints@hse.gov.uk