

CIC Approved Inspectors Register (CICAIR)

Definition Of A Complaint



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A complaint is any expression of dissatisfaction about the performance of an Approved Inspector related to its building control services, delivery or actions where a response or resolution is expected from an individual or a group.

Matters that **are** considered complaints:

- Failure to provide a service at the right time or to the standard expected of the service
- Failure to fulfil statutory responsibilities
- Failure to implement a decision
- Failure to comply with the Code of Conduct for Approved Inspectors
- Failure to comply with the Building Control Performance Standards
- Failure to follow the Approved Inspector's internal policies or procedures
- Failure to take proper account of relevant matters in coming to a decision
- Dissatisfaction with an answer to a query or a response to a request for a service
- Discourtesy or unacceptable behaviour by a member of staff or consultant
- Harassment, bias or unfair discrimination

Matters that **are not** considered complaints:

- A Building Regulation technical assessment
- Misunderstanding or dissatisfaction with the minimum standard set by the Building Regulations
- A decision of an Approved Inspector where regulatory powers are being exercised
- Unsubstantiated criticisms of the scope or context of the Approved Inspector service
- Criticisms of quality of workmanship (outside Building Regulation requirements for materials and workmanship) or building warranty items
- Criticisms which constitute a disagreement with, or a refusal to accept, a rule of law which the Approved Inspector is applying
- Complaints and/or claims made against the Warranty where the building control complaints process has not been exercised
- Criticism of decisions made by the planning authority

Important Information

- The CICAIR complaints process **does not** provide for financial penalties against Approved Inspectors or the awarding of costs or financial redress to complainants.
- Complaints must, in the first instance, be fully exhausted using the Approved Inspector's internal complaint procedure.
- Complaints must be lodged with CICAIR via email or post on the complaints form which can be downloaded from www.cic.org.uk/services/complaints.php. The complaint form must be correctly filled out in full and be accompanied by sufficient detail or supporting evidence to enable an assessment of the complaint to be made.
- Complaints cannot be progressed if there is legal action in process involving the Approved Inspector or complainant in relation to the dispute.
- The time limit for lodging a complaint with CICAIR is a maximum of 6 years for clients under contract and 10 years for users of buildings.