

Building Control Complaints

**Simple customer guide to the Premier
Guarantee Building Control Complaint
Policy v12**

Complaints Process

This short guide summarises our internal complaints process relating to building control service provision only. Full detail can be found in our full policy (version 12) [here](#), or by clicking the image (right).

If your complaint relates to the provision of Premier Guarantee warranty or insurance services, please contact them [here](#).

For building quality or concerns over compliance with the building regulations, contact should be made directly with the Developer, Builder or Contractor as they are responsible for these matters (see 'Provision of Service' section below).



Unsure? Speak to a member of our team

If you are unsure whether you want to make a complaint or you just need some support, please reach out to us and we'll be happy to help.

Send an email to BCComplaints@premierguarantee.co.uk with the subject line 'New request for discussion on complaint' and details of what you would like to discuss, including your preferred contact details.

Of course this does not prevent you from continuing with your complaint, but we might be able to help you directly.

Provision of Service

Whilst Premier Guarantee Building Control aim to provide a quality service of which we can be proud, we understand that there may be situations where expectations have not been met.

We are committed to fully investigating any operational issues raised and will do our best to undertake appropriate corrective action where a failure in process has been identified.

Before making a complaint it is important to understand the purpose of building control and the standards we follow, please see the two boxes below. For more information, please consult sections 7.1 and 7.2 of the full policy.

What is a complaint?

A complaint is defined as any expression of dissatisfaction related to the performance, conduct or decisions of Premier Guarantee Building Control.

This could result from a failure to uphold the Professional Conduct or Operational Standards Rules, but can include situations where there is a perception of inconsistent or unfair treatment.

What is not a complaint?

There are certain things that we will not be able to consider.

Building control do not provide a 'clerk of works service', supervise works, review quality or provide any assurance on compliance with building regulations. A building control provider audits compliance through a risk based sampling process and is not responsible for compliance. Responsibility for compliance rests with the client, designer and contractor.

Complaints should relate to an aparent failure of process, rules, procedural regulations or unfair treatment. If the complaint relates to quality of work or an identified non-compliance with building regulations, this should be referred to the builder, developer or 'client' for whom the work was initially undertaken as they are responsible for compliance.

Any complaint made should detail the area of the procedural regulations or rules where we have not met your expectations. The relevant documents can be found at the following locations depending on the location of your project/property:

England:




- [The Building \(Registered Building Control Approvers etc.\) \(England\) Regulations 2024](#)
- [Professional Conduct Rules for Registered Building Control Approvers](#)
- [Operational Standards Rules](#)

Wales:

- [The Building \(Registered Building Control Approvers etc.\) \(Wales\) Regulations 2024](#)
- [Professional Conduct Rules for Registered Building Control Approvers](#)
- [Operational Standards Rules](#)

Making a Complaint

You can make a complaint in any of the following ways:

 Email	BCComplaints@premierguarantee.co.uk
 Post	Building Control Regulatory Quality Team Premier Guarantee Building Control Shore Lines Building Shore Road Birkenhead Wirral CH41 1AU
 Phone	0151 650 4300, extension 426

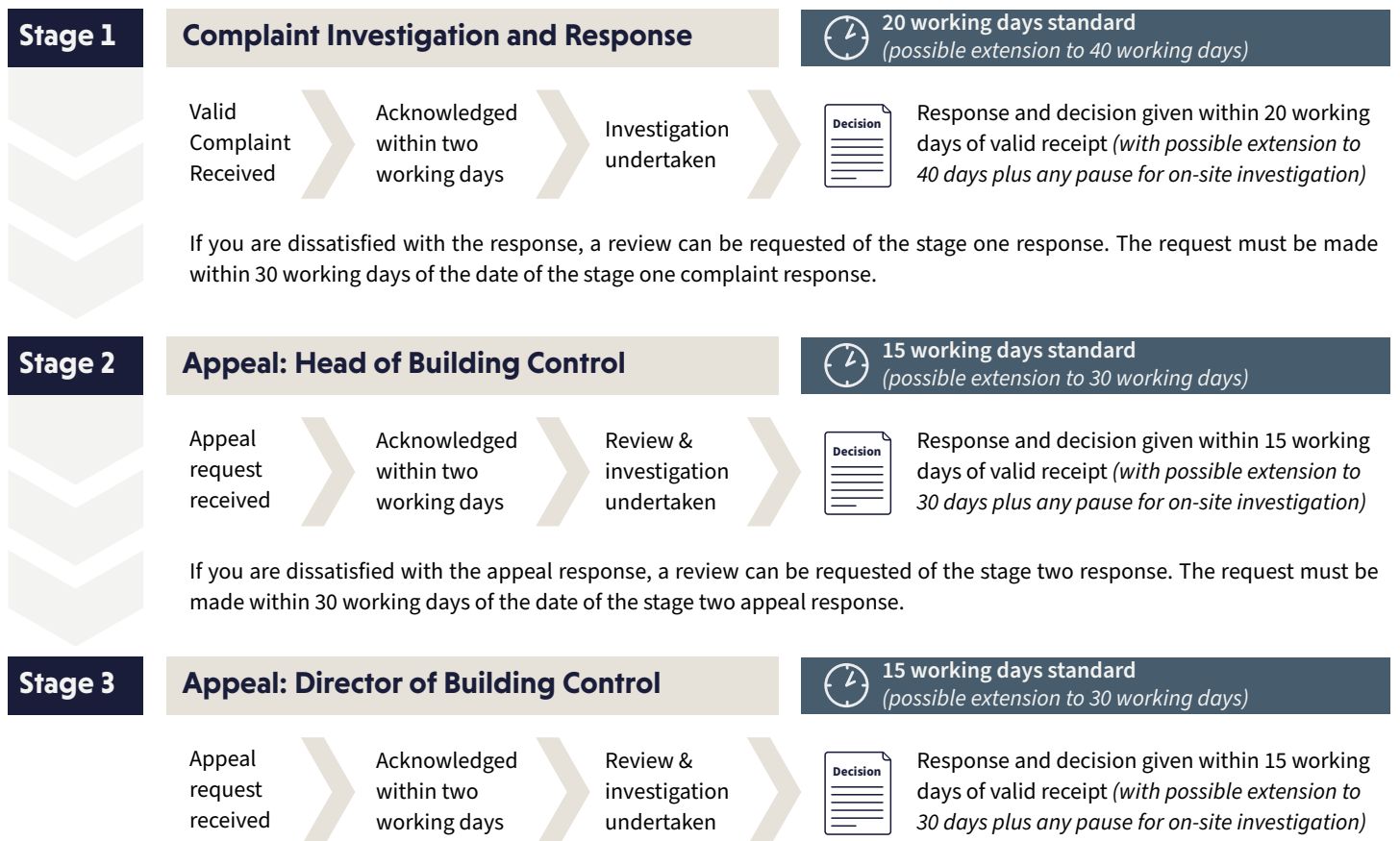
Ensure the following information is provided:

- **Title:** Subject or reference is 'New building control complaint'.
- **Role:** In what capacity are you making the complaint (building/homeowner, occupier, builder, developer or client for example).
- **Your preferred contact details:** Please provide your name and an email or postal address with a telephone number for communication.
- **Reference:** Our project reference number if applicable and available.
- **Address:** Provide the address of the site and plot/completed address with a copy of the Final Certificate if available.
- **Details of Complaint:** Provide the reason for your complaint, what went wrong and how it relates to our service provision or the rules we must follow.
- **Desired outcome:** Provide details of the expected outcome (see section 7.5 of the complaints policy for more detail)

We aim to acknowledge receipt of a valid complaint within two working days of receipt for all three stages of the complaints process. **Please note that we will check to confirm a complaint is 'valid' before it is registered, ensure you read the details required and understand the purpose of building control before submitting a complaint to avoid any processing delays.** You can always contact us for more information.

Premier Guarantee Building Control Complaints Process

We operate a simple three stage approach for complaints to ensure fairness and sufficient opportunity for appeal:



If you are dissatisfied with the full and final appeal response, alternative dispute resolution can be requested and ultimately a review by the Building Safety Regulator. The request must be made in accordance with the scheme rules; details will be provided with our stage three appeal response.

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