

MD Warranty Support Services Limited

Building Control Complaint, Feedback and Information Provision Policy

BCP 10

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 **PREMIER
GUARANTEE**
ON YOUR SITE, BY YOUR SIDE

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1. Key Details

Policy Title:	MD Warranty Support Services Limited Building Control Complaint, Feedback and Information Provision Policy (“the Policy”)
Policy Number:	BCP 10
MDIS Reference:	BC-3380
Policy Scope:	Public – all that come into contact with the registered building control approver functions and activities of MD Warranty Support Services Limited
Author:	Matthew Shum, Head of Building Control Regulatory Operations
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Approved by:	MDWSS Board
Next Review Date	17/02/2026

2. Version Control

Version	Date	Status	Author(s)	Remarks/Edits
1.0	01/03/2009	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
2.0	13/02/2019	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
3.0	02/06/2021	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
4.0	23/07/2021	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
5.0	08/02/2022	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
6.0	04/03/2022	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
7.0	10/10/2022	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
8.0	09/11/2022	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
9.0	02/06/2023	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
10.0	05/06/2023	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
11.0	05/06/2023	Final	<i>(Consolidated)</i>	<i>Previous policy consolidated versioning</i>
12.0	15/12/2024	Draft	M. Shum	Policy re-written, updated and improved in association with process and new registration/regulatory requirements
12.1	11/02/2025	Final	MDWSS Board	Version 12 Approved by MDWSS Board for use from 17/02/2025.

3. Purpose and Scope

This Policy outlines the commitment and arrangements for handling complaints, enquires and feedback in respect of the building control function undertaken by MD Warranty Support Services Limited, operating as Premier Guarantee Building Control. The objective is to ensure that all requests for information, feedback and complaints are addressed promptly, fairly, and effectively with appropriate review and improvement where necessary.

This policy applies to all stakeholders, including building/homeowners, contractors, employees, and anyone involved in or affected by the building control activities and functions undertaken by MD Warranty Support Services Limited.

4. Key Terms used in this Document

Amendment Notice	Given to a local authority under section 51A of the 1984 Act to vary the work to which an initial notice relates. (Form 2)
BSR	Building Safety Regulator
Clerk of Works	Normally engaged by the employer, client or architect to supervise and monitor the quality of the works.
Final Certificate	Given to a local authority under section 51 of the 1984 Act to indicate completion of the work to which an initial notice relates. (Form 5)
Initial Notice	Given to a local authority under section 47 of the 1984 Act to indicate intent to undertake building work and reference includes a new initial notice under section 53(7) of the 1984 Act. (Form 1)
MDWSS	MD Warranty Support Services Limited, the company name and Registered Building Control Approver registration holder for Premier Guarantee Building Control
OSR(s) or Operational Standards Rules	Operational Standards Rules: Set out the rules that RBCAs must comply with in the operation of the building control functions.
PCR(s) or Professional Conduct Rules	Professional Conduct Rules for RBCAs: Set out the standards of professional conduct and practices expected of registered building control approvers. The professional conduct rules require registered building control approvers to uphold core professional and ethical principles (the principles) and comply with requirements in relation to professional practices and behaviours (the standards).
RBCA	Registered Building Control Approver
RBI	Registered Building Inspector
Regulatory Authority	Defined by Section 58A of The Building Act 1984. This is the Building Safety Regulator in England and for certain functions in Wales; including oversight of the profession as designated by the Welsh Ministers.
Working days	Excludes any weekend, public or bank holiday in England and Wales; and any day between 24th December and 1st January. The timeframes given will commence on the day following receipt of a valid request.

5. MD Warranty Support Services Commitment to Quality Service

MD Warranty Support Services Limited, operating as Premier Guarantee Building Control strives to provide an ethical, professional, responsive, compliant and quality service to everyone who comes into contact with our operations.

We commit to providing a quality service that delivers the needs of those who rely on us and work within an environment of constant improvement.

It is acknowledged that from time to time the service provision may not meet expectations and we undertake thorough investigation and corrective action where appropriate, with improvements when a failure in operational process is identified. In these circumstances, MD Warranty Support Services Limited will provide an unbiased and objective review of any failure in a competent manner by following regulatory, registration and quality requirements in an ethical and fair manner.

This policy sets out the provision and expectations of our complaint, feedback and information request activities.

6. Background

MD Warranty Support Services Limited, operating as Premier Guarantee Building Control is registered with the Building Safety Regulator in accordance with Part II and IIA of The Building Act 1984 as a Registered Building Control Approver (“RBCA”).

In accordance with the registration requirements of the Building Safety Regulator and detailed within paragraphs 2.25-2.27 of the Professional Conduct Rules for Registered Building Control Approvers we must:

- publish our complaints handling policy and ensure that it is accessible to any persons who have a valid need to access such policies;
- ensure that we implement effective processes and procedures to manage and resolve complaints in a timely manner; and,
- implement measures to monitor the effectiveness of your complaints handling procedures.

Further, paragraph 1.15 of the Operational Standards Rules for building control functions requires our complaint handling arrangements to be published, easily accessible, clear and up to date; including, routes for appropriate referrals, appeals and alternative dispute resolution.

In addition, MD Warranty Support Services Limited operates an externally audited and accredited quality management system in accordance with the provisions of the ISO 9001 standard. We embed the complaints, feedback and continuous improvement measures within the review process to ensure that all reported issues are fully reviewed and improvements made to operational procedures where a failure is identified.

Despite the above requirements, MD Warranty Support Services Limited commits to the quality service detailed in Section 5 above and aims to provide an industry leading ethical service that surpasses accepted standards.

7. Complaints

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

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.

MD Warranty Support Services Limited commits to treating all customers fairly. We take all complaints extremely seriously and this policy confirms our approach for any expression of dissatisfaction.

7.1. What is a complaint?

In simple terms, a complaint is defined as any expression of dissatisfaction related to the performance, conduct or decisions of MD Warranty Support Services Limited as a Registered Building Control Approver. This could result from a failure to uphold the standards contained within the Professional Conduct Rules or Operational Standards Rules, but can include situations where there is a perception of inconsistent or unfair treatment.

7.2. Is the complaint valid?

MD Warranty Support Services Limited are not responsible for compliance with The Building Regulations in England or Wales. The Building Regulations confirm the client or person carrying out building work is responsible for compliance, whereas the Registered Building Control Approver performs an audit function on a sampling basis to review compliance and require corrective actions where non-compliances or contraventions with the Building Regulations are identified.

It is important to remember that MD Warranty Support Services Limited do not undertake a 'clerk of works' service and are only able to determine whether building work, as far as can be determined, appears to be compliant upon completion through this process. Therefore, the purpose of this complaints policy and any associated process is **not to provide remedies for any identified non-compliant work** as responsibility for this rests with the person carrying out the work.

It is not the role of building control to:

- Provide quality control of the works.
- Provide a 'clerk of works' service, monitoring every stage of the construction process. **Note:** *a clerk of works is normally engaged by the employer, client or architect to supervise and monitor the quality of the works.*
- Provide a service to address issues such as the finish and aesthetics of the works as these are not building regulation matters.
- Provide a service to offer contractual protection between the person carrying out the work and the parties engaged in the design and/or construction of such work.
- Provide a guarantee of compliance with the building regulations.
- Provide any warranty or insurance on compliance with the building regulations or any other standard. Reference should be made to the home or building warranty provider for any query or claim.

It is also not appropriate to use the complaints process to address a difference of opinion in the interpretation of the Building Regulations.

Complaints should relate to the service provision not meeting with expectations; therefore, complaints should relate to a failure of the Registered Building Control Approver in meeting the requirements of the procedural requirements of The Building Regulations, the Professional Conduct Rules or the Operational Standards Rules.

If the complaint relates to quality of work or an identified non-compliance with The Building Regulations, this should be referred to the builder, developer or ‘client’ for whom the work was initially undertaken in the first instance as they are responsible for compliance.

Any submitted complaint to MD Warranty Support Services Limited should detail the area of the procedural regulations or rules where MD Warranty Support Services have not met expectations. The relevant documents can be found at the following locations:

England:

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

Wales:

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

The restriction on fairness and repetition in Section 7.7 below will also apply to consideration of complaint validity.

7.3. How to make a complaint

If the complaint is deemed to be valid as described in section 7.2 above, the first step is to contact the Building Control Regulatory Quality Team using one of the methods in section 7.3.1 below, providing all the relevant information as listed in section 7.3.2 below.

If a potential complainant is unsure on the purpose or reason for making the complaint, or would like to discuss any concerns first, a meeting with a member of the Building Control Team can be arranged upon request. Please email BCComplaints@PremierGuarantee.co.uk to request this discussion, ensuring that the subject line contains the wording ‘New Request for Discussion on Complaint’.

7.3.1. Methods of submission

Email	BCComplaints@premierguarantee.co.uk	<i>This is the preferred method, please ensure the Subject line contains the wording ‘New Stage One Complaint’</i>
Post	Building Control Regulatory Quality Team Premier Guarantee Building Control Shore Lines Building Shore Road Birkenhead Wirral CH41 1AU	<i>If using the postal method, please provide a valid email address for response if possible and indicate your permission for us to respond using email. Please be advised that response times given below will commence upon receipt of the letter by ourselves. Likewise, our response will be posted by the expiry of the stage timeframe given if no email address is given. Please allow for any postal service processing or delays before checking for any missing response.</i>
Phone	0151 650 4300 ext. 426	<i>When calling Premier Guarantee, please ask to be transferred to the Building Control Regulatory Quality Team.</i>

7.3.2. Required Information

To make a valid complaint, the following information will need to be provided to avoid delays. If the submission is made by telephone, ensure that all the required information is available before calling.

- **Role:** Are you the complainant, or are you making the complaint on behalf of someone else and 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 address or postal address for communication. Please also provide a telephone number in case any further information is required.
- **Reference:** Our project reference number if applicable and available.
- **Address:** Provide the address of the site and plot/completed address and 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 (please consult the standards listed for England or Wales as given in section 7.2 above).
- **Desired outcome:** Provide details of the expected outcome (see section 7.5 below)

Any supporting documentation is to be provided with the preferred method of communication.

7.4. Complaint Handling Process

MD Warranty Support Services operates a simple three stage approach for complaints to ensure fairness and opportunity for appeal:

Stage One: Complaint Investigation and Response

Stage one follows receipt of valid complaint and is the main investigation.

Acknowledged within **2 working days** of receipt, response made within **20 working days** of receipt unless advised a longer period is needed, but will not be longer than 40 working days (subject to any pause for on-site investigation if required).



Stage Two: Appeal – Head of Building Control

Stage two must be initiated within 30 working days of the response to stage one where a review is requested by the complainant. This will be an independent review by a Head of Building Control.

Acknowledged within **2 working days** of receipt, response made within **15 working days** of receipt unless advised a longer period is needed, but will not be longer than 30 working days (subject to any pause for on-site investigation if required).



Stage Three: Appeal – Director of Building Control


Stage three must be initiated within 30 working days of the response to stage two where a further review is requested by the complainant. This will be an independent review by the Director of Building Control.

Acknowledged within **2 working days** of receipt, response made within **15 working days** of receipt unless advised a longer period is needed, but will not be longer than 30 working days (subject to any pause for on-site investigation if required).

7.4.1. Stage One: Complaint Investigation and Response

When a valid complaint is made in accordance with section 7.3 above, the details will be reviewed and recorded.

Acknowledgement


-  The complaint will be acknowledged in writing within **2 working days*** of receipt, confirming the target dates for response and if any further information is required. The acknowledgement will confirm the unique reference number and the lead investigator's details.



*Within **2 working days*** of receipt.*



Investigation


-  The lead investigator will review the details provided and our records. The investigation may include internal liaison with Surveyors or other members of staff involved in the project, review of procedures followed and if expected standards have been compromised. They may wish to speak with, or obtain further details from the complainant or may need to arrange a site visit. If a site visit and further investigation is needed, the period for response will be paused to allow convenient times for meetings or other on-site investigations as agreed.



*The aim is for the investigation to be undertaken, and conclusions made within **20 working days*** of a valid complaint. If the investigation is likely to take longer than 20 working days, you will be informed as soon as possible before the expiry of 20 working days with the date by which the investigation is likely to be concluded. This will not exceed **40 working days*** unless the time period is paused for any on-site investigation.*



Response & Resolution

-  Once the investigation is complete, the complainant will be informed of the outcome and any corrective action within **20 working days*** (or up to 40 working days if advised) of receipt of the initial complaint.



*Before the expiry of the **20 working days*** (or the extended investigation period) you will receive our final response*

* **Working days** exclude any weekend, public or bank holiday in England and Wales; and any day between 24th December and 1st January. The timeframes given will commence on the day following receipt of a valid complaint.


As given above, if the investigation cannot be concluded within 20 working days, the complainant will be informed in writing before the expiry of the original target to advise of an extended timeframe. This will not exceed 40 working days from the date of valid registration, but any timeframe may be paused in consultation with the complainant if on site investigation needs to occur.

7.4.2. Stage Two: Appeal – Head of Building Control

If the complainant is dissatisfied with the response, a review can be requested of the stage one response. The request must be made within **30 working days** of the date of the stage one complaint response (20 working days plus an allowance for communication transmission time).

To request an appeal, one of the methods given in section 7.3.1 above must be used, quoting the unique complaint reference number provided within the acknowledgement of stage one. The request for appeal should include reasons for appealing the stage one response.

Acknowledgement


-  The appeal will be acknowledged in writing within **2 working days*** of receipt, confirming the target dates for response and if any further information is required.



Within 2 working days of receipt.*



Investigation


-  The relevant Head of Building Control will review the reasons for the appeal and all the details of the stage one investigation. This may also include further independent internal liaison with Surveyors or other members of staff involved in the project, review of procedures followed and if expected standards have been compromised. They may wish to speak with, or obtain further details from the complainant or have need to arrange a site visit. If a site visit and further investigation is needed, the period for response will be paused to allow convenient times for meetings or on-site investigations.



The aim is for the appeal to be undertaken, and conclusions made within 15 working days of a valid complaint. If the investigation is likely to take longer than 15 working days, you will be informed as soon as possible before the expiry of 15 days with the date by which the investigation is likely to be concluded. This will not exceed 30 working days* unless the time period is paused for any on-site investigation.*



Response & Resolution

-  Once the review is complete, the complainant will be informed of the outcome and any corrective action within **15 working days*** (or up to 30 working days if advised) of receipt of the stage two appeal.



Before the expiry of the 15 working days or the extended investigation period you will receive our stage two appeal response*

* **Working days** exclude any weekend, public or bank holiday in England and Wales; and any day between 24th December and 1st January. The timeframes given will commence on the day following receipt of a valid complaint.


As given above, if the review cannot be concluded within 15 working days, the appellant will be informed in writing before the expiry of the original target to advise of an extended timeframe. This will not exceed 30 working days from the date of valid registration, but any timeframe may be paused in consultation with the appellant if on-site investigation needs to occur.

7.4.3. Stage Three: Appeal – Director of Building Control

If the complainant is dissatisfied with the appeal response at stage two, a further and final review can be requested of the stage one and two responses. The request must be made within **30 working days** of the date of the stage two appeal response (20 working days plus an allowance for communication transmission time).

To request an appeal, one of the methods given in section 7.3.1 above must be used, quoting the unique complaint reference number provided within the acknowledgement of stage one. The request for appeal should include reasons for appealing the stage one and/or two response.

Acknowledgement

-  The appeal will be acknowledged in writing within **2 working days*** of receipt, confirming the target dates for response and if any further information is



Within 2 working days of receipt.*

required.



Investigation

i The Director of Building Control will review the reasons for the appeal and all the details of the stage one investigation and stage two appeal. This may also include further independent internal liaison with Surveyors or other members of staff involved in the project, review of procedures followed and if expected standards have been compromised. They may wish to speak with or obtain further details from the appellant or arrange a site visit. If a site visit and further investigation is needed, the period for response will be paused to allow convenient times for meetings or on-site investigations.



*The aim is for the appeal to be undertaken, and conclusions made within **15 working days*** of a valid complaint. If the investigation is likely to take longer than 15 working days, you will be informed as soon as possible before the expiry of 15 days with the date by which the investigation is likely to be concluded and a response made. This will not exceed **30 working days*** unless the time period is paused for any on-site investigation.*



Response & Resolution

i Once the review is complete, the complainant will be informed of the outcome and any corrective action within **15 working days*** (or up to 30 working days if advised) of receipt of the stage three appeal.



*Before the expiry of the **15 working days*** or the extended investigation period you will receive our stage three appeal response*

* **Working days** exclude any weekend, public or bank holiday in England and Wales; and any day between 24th December and 1st January. The timeframes given will commence on the day following receipt of a valid complaint.

As given above, if the review cannot be concluded within 15 working days, the appellant will be informed in writing before the expiry of the original target to advise of an extended timeframe. This will not exceed 30 working days from the date of valid registration, but any timeframe may be paused in consultation with the appellant if on-site investigation needs to occur.

7.5. Possible Outcomes

Complaints will focus on service delivery and addressing a failure in process, if a failure has occurred the remedy will often involve changes to operational procedures in the future to prevent a reoccurrence.

If the complaint is upheld, an apology and explanation of the actions taken to prevent a reoccurrence or any other remedial actions will be made. This may include a review of how services are delivered, or updates to policies and procedures.

If the complaint is not upheld, an explanation of the reasons will be provided.

All relevant information will be recorded as part of the company's Quality Management System, forming part of an annual review for both investigating complaints and outcomes to enable improvements in our service and prevent recurrence.

7.6. Further Actions

Despite the commitment to investigating and responding to all complaints in a fair and consistent manner, if a complainant is still dissatisfied after the stage three appeal a referral to an alternative dispute resolution service may be possible. If this does not achieve a satisfactory outcome, the

complaint may be escalated to the Building Safety Regulator. Details of the alternative dispute resolution service and ultimate escalation will be provided with the stage three appeal response.

7.7. Fairness and repetition

MD Warranty Support Services Limited will handle all complaints in a fair and impartial manner. We will process any valid complaint and undertake a thorough unbiased investigation until conclusion of the process.

To ensure fairness and equity for all parties, we will consider the complaint concluded at the following stages:

Stage	Process Conclusion
Stage One	30 working days* after stage one response issued , unless the complainant continues to stage two.
Stage Two	30 working days* after stage two response issued , unless the complainant continues to stage two.
Stage Three	When stage three response is issued . This is the conclusion of the complaints process and our final response; however alternative dispute resolution can be invoked.



Only after stage three full and final response

Alternative Dispute Resolution	The complainant may choose to go through an alternative dispute resolution within the time limits set-out by the scheme provider following the stage three response. Although our process has concluded, we will fully engage with the process until it's conclusion.
Regulatory Authority	The complainant may further choose to escalate the complaint within any time limits set-out by the Building Safety Regulator following the stage three response or alternative dispute resolution. Although our process has concluded, we will fully engage with the process until it's conclusion.

* **Working days** exclude any weekend, public or bank holiday in England and Wales; and any day between 24th December and 1st January. The timeframes given will commence on the day following receipt of a valid complaint.

Once a complaint has reached conclusion at any stage, another complaint for the same service failure and point of origin will not be considered as valid because sufficient opportunities have been given within the process to resolve the concern and address any issues. For clarity, this does not stop a complaint that has reached stage three conclusion from being escalated to alternative dispute resolution or the Regulatory Authority.

In addition, this would not prevent a complaint for failure to follow the complaints policy or procedure itself. In this situation, the investigation will constrain itself to the claimed failure of MD Warranty Support Services Limited to follow this complaints policy or associated procedure and will not consider the details of the original complaint.

7.8. Data Retention

Information relating to building control activities and functions must be kept for a minimum of 15 years and details of any complaints will be retained for this period. Additionally, anonymised data may be used for service review and improvement.

7.9. Confidentiality

All complaints will be handled with strict confidentiality, any information will only be shared internally with individuals directly involved in the investigation and resolution process. The general nature of the complaint will be shared internally for service improvement and training where necessary without reference to any personal or project details

8. Information requests

Requests for information will be treated on a case-by-case basis, the current building owner may request inspection records for the building; however, these may need to be redacted where any personal or otherwise sensitive data is present.

8.1. How to make a request for information

The first step is to contact the Building Control Regulatory Quality Team using one of the methods in section 8.1.1 below providing all the relevant information as listed in section 8.1.2 below.

If a person requesting the information is unsure on the purpose or reason for making the request, or would like to discuss any concerns first, a meeting with Building Control can be arranged upon request. Please email BCComplaints@PremierGuarantee.co.uk to request this discussion, ensuring that the subject line contains the wording 'New Request for Discussion with Building Control on Information'.

8.1.1. Method of request

Email	BCComplaints@premierguarantee.co.uk	<i>This is the preferred method, please ensure the Subject line contains the wording 'New Information Request'</i>
Post	Building Control Regulatory Quality Team Premier Guarantee Building Control Shore Lines Building Shore Road Birkenhead Wirral CH41 1AU	<i>If using the postal method, please provide a valid email address for response if possible and indicate your permission for us to respond using email. Please be advised that response times given below will commence upon receipt of the letter by ourselves. Likewise, our response will be posted by the expiry of the stage timeframe given if no email address is given. Please allow for any postal service processing or delays before checking for any missing response.</i>
Phone	0151 650 4300 ext. 426	<i>When calling Premier Guarantee, please ask to be transferred to the Building Control Regulatory Quality Team.</i>

8.1.2. Required Information

To make an information request, the following information will need to be provided to avoid any delays. If the submission is made by telephone, ensure that all the required information is available before making the call.

- **Role:** We will need to ensure that the person making the request is entitled to have copies of the information (building owner, builder, developer or client for example).
- **Your preferred contact details:** Please provide your name and an email address or postal address for communication. Please also provide a telephone number in case any further information is required.
- **Reference:** Our project reference number if applicable and available.
- **Address:** Provide the address of the site and plot/completed address and a copy of the Final Certificate if available.


- **Details of Information required:** Provide the information requested, for example a final certificate or inspection records. **Be aware there is some information we are not able to provide, an example is given in section 8.5 below.**

Any supporting documentation is to be provided with the preferred method of communication.

8.2. Process for information request

When a valid request is made in accordance with section 0 above the details will be reviewed and recorded.

Acknowledgement

-  The request will be acknowledged in writing within **2 working days*** of receipt, confirming the target dates for response and if any further information is required. The acknowledgement will confirm the unique reference number.


If the request is simple and requires no detailed review, a final response may be made instead of the acknowledgement within **2 working days***. In this situation, the rest of this process will not be followed. This will usually be for simple requests like a final certificate or initial notice.



*Within **2 working days*** of receipt.*



Investigation


-  The request will be reviewed and the information requested will be compiled so long as we are able to provide the requested information. We may need to speak with or obtain further details from the enquirer.



*The aim is for the information to be supplied within **20 working days*** of a valid request. If this is likely to take longer than 20 working days, you will be informed as soon as possible before the expiry of 20 working days with the date by which the information is likely to be provided.*



Response & Resolution

-  Once the information has been compiled, the enquirer will be provided with the information within **20 working days*** (or otherwise if advised) of receipt of the initial request.



*Before the expiry of the **20 working days*** from receipt or the agreed extended period.*

* **Working days** exclude any weekend, public or bank holiday in England and Wales; and any day between 24th December and 1st January. The timeframes given will commence on the day following receipt of a valid request.

As given above, if the request cannot be concluded within 20 working days, the enquirer will be informed in writing before the expiry of the original target to advise of then extended timeframe.

8.3. Supply of documents and copyright

We are prevented from supplying copies of design or other associated documents unless formal written consent is given by the person or organisation who owns that copyright in accordance with the [Copyright, Designs and Patents Act 1988](#). We are responsible for compliance with the Act and

would be liable for any infringement of copyright. It is not relevant whether a copyright statement is given on any documentation or not, as copyright is owned by the creator in all situations, and we will not breach the creator's right.

Documentation is provided to us for the specific purpose of undertaking our building control functions and these documents are not ours to supply or provide to third parties, to do so would be an infringement of the copyright owner's rights.

If the request relates to the provision of information where MD Warranty Support Services Ltd, MD Warranty Inspection Services Limited or MD Insurance Services Limited are not the copyright holder, permission will need to be sought by the enquirer from the original copyright holder and the client who commissioned the work. A copy of this permission must be given in writing to MD Warranty Support Services Limited before any information is released.

8.4. Freedom of Information Requests

We do not provide information under, or are subject to '[The Freedom of Information Act](#)' as it only applies to information held by public authorities or publicly-owned companies (as defined by the Act). Therefore, the Freedom of Information Act places no duties on us as a private company.

8.5. Data Protection and Subject Access Requests

Most of the information held by MD Warranty Support Services Limited is not personal data, information relating to buildings and the building control function is therefore not usually obtainable through a subject access request; however, a request can be made for personal data held by contacting The Data Protection Team at MD Insurance Services Limited, 2 Shore Lines Building, Shore Road, Birkenhead, Wirral, CH41 1AU.

8.6. Building Control Authorities and Other Registered Building Control Approvers

If the request for information relates to a transfer of a project or other regulatory requirements to another building control approver, authority or the Building Safety Regulator, the request made by the building control authority should be sent to RegulatoryOperations@PremierGuarantee.co.uk.

9. Feedback, Compliments and Service Improvement Suggestions

MD Warranty Support Services Limited embraces a culture of constant improvement and change, as such any other feedback, compliment and suggestions for improvement are welcomed. We will acknowledge all feedback received and review any suggestions for improvement, advising of any outcome as appropriate.

The team at MD Warranty Support Services Limited work hard to provide a quality service and appreciate any compliment, no matter how small.

To provide feedback, compliments or suggestions for improvement, please contact bccomplaints@premierguarantee.co.uk clearly indicating in the subject line 'New General Feedback', 'New Compliment' or 'New Improvement Suggestion' as appropriate.

10. Where you can obtain further assistance

An independent surveyor or property professional may be able to assist with concerns relating to property, or alternatively general advice might be available from the Citizens Advice Bureau.

In addition, RICS operates the Chartered Surveyors' Voluntary Service (CSVs), which provides free property advice to people who would otherwise struggle to receive professional assistance. This can only be obtained through referral from a local Citizens Advice Bureau. To make an appointment, please contact your local Citizens Advice office at: <https://www.citizensadvice.org.uk/>.

11. Authority & Approval

Approved by the Director of Building Control 11/02/2025:

Natalia Thomas-Alvarez

Director of MDWSS and Director of Building Control

The policy will be reviewed on an annual basis



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References to Premier Guarantee or Premier Guarantee Building Control in this certificate and accompanying report are to be read as referring to MD Warranty Support Services Limited (Company 04759193). MD Warranty Support Services Limited is registered with the Regulatory Authority (defined by Section 58A of the Building Act 1984) as a Registered Building Control Approver for the purposes of Parts II and IIA of the Building Act 1984.

BC-3380-12.00-170225

BCP 10, Version 12, Date: 17/02/2025 (Valid from 17/02/2025), Owner: M Shum, Approved By: N T Alvarez

