

## **Complaints Procedure**

jhai Ltd is committed to providing a good quality service. We want to:

- Make it easy for you to raise your complaint
- Listen to your complaint
- Consider how you would like us to resolve your complaint
- Make sure you are satisfied with how your complaint was handled
- Ensure that when reviewing your complaint that we also review and improve our procedures and prevent re-occurrence.

The remainder of this document explains what to do if you have a complaint about the service you receive from jhai Ltd. It also tells you how quickly we will deal with your complaint and who to contact if you are not satisfied with our response.

For further guidance on what is and is not considered to be a complaint, please see [CIC Approved Inspectors Register – Definition of a complaint](#)

### **How to complain and where to direct your complaint:**

If you are not satisfied with any aspect of our service, then we would like you in the first instance to contact the Regional Manager of the office that you have been dealing with. You can find these details at <http://www.jhai.co.uk/contact>.

The Regional Manager will investigate your concerns and will try and resolve or rectify any issues with you directly.

If you are not fully satisfied with the Regional Managers response and would like to take the matter further, then please contact us in writing, by email or by phone using the following details:

Mr Stephen Barnshaw, Associate Director Technical

Email: [stephen.barnshaw@jhai.co.uk](mailto:stephen.barnshaw@jhai.co.uk)

Post: jhai Ltd, 3 George Street, West Bay, Bridport, Dorset DT64EY

Telephone: 01308 428020 (this is our head office telephone number)

### **How will we deal with your complaint and how long will it take?**

Whether your complaint is made verbally or in writing, it will be treated in the same manner and with the same level of importance.

Our aim is to resolve your complaint as soon as is practicably possible using the timescales below. Please note that reference to “days” excludes weekends and public holidays.

#### 4 days:

If we have been unable to resolve your complaint verbally within four days from the date of receipt, we will write to you to:

- Acknowledge your complaint
- Provide you with the name and contact details of the person who is going to deal with your complaint

### 10 days:

In the majority of cases, we should be able to resolve your complaint within ten days. However, if we have not resolved it within ten days, we will write to you updating you on the progress and tell you how much longer we anticipate it will take.

### 20 days:

In exceptional circumstances where your complaint is particularly complex, or is reliant on us accessing archived information, our investigation may take up to twenty days.

### **What happens when we have completed our investigation of your complaint?**

During their investigation of your complaint our staff may contact you for additional information, or to arrange a meeting to ensure our full understanding of your complaint. They will also discuss with you how to resolve it quickly. After our Team has completed its investigation, we will send a response document.

### **What if you are dissatisfied with the Response document?**

If you feel that we have not addressed your complaint adequately, you may ask for the case file to be reviewed by one of our Directors:

Mr Andrew Crooks, Chief Executive  
[andrew.crooks@jhai.co.uk](mailto:andrew.crooks@jhai.co.uk)

The Director will review the case file and aim to respond to you within ten business days of the complaint being referred to them.

### **What if you remain dissatisfied?**

If you feel that you have fully exhausted this complaints procedure then you may refer your complaint to the Construction Industry Council Approved Inspector Registrar. The Registrar will investigate your complaint following the guidelines laid down in Part Three of the CIC Code of Conduct for Approved Inspectors.

CICAIR  
 The Building Centre  
 26 Store Street  
 London  
 WC1E 7BT  
 t. 0207 399 7403  
[cicair@cic.org.uk](mailto:cicair@cic.org.uk)

Before lodging a complaint with the CIC it is recommended that you read the information on their website which can be found at <http://cic.org.uk/services/complaints.php>. This provides details on the role of Building Control and advice on their own complaints process.