



**Butler & Young**

Building Control  
Approved Inspectors

## CUSTOMER CARE POLICY

**September 2008** (Revised Dec 08)

Butler & Young Limited  
Approved Inspectors  
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## **CUSTOMER CARE POLICY**

Butler & Young Ltd recognise that the key to our success and the maintenance of a quality building control industry is to provide a high standard of customer service.

We are fully committed in our pursuit of a quality service and to monitor and improve that service, as our customers deserve.

Measures we have in place include:

- Setting and monitoring of operational targets above set industry wide building control performance standards.
- Having a dedicated Head of Quality and Service at senior management level.
- Full sign up to industry Key Performance indicators.
- Issuing Customer and Fire Authority Satisfaction Forms on completion of all projects with 360° review process.
- Setting challenging goals for staff within a framework of best practice and `Investors in People` status.
- Ensuring senior management maintain an open door policy for all staff.
- Company wide focus on customer needs with constant review of practices and procedures in light of client feedback, competitor's actions and suggestions.
- Increasing use made of new technology to improve internal and external client contact and working practices.
- Fully registered to ISO 9001 with regular internal and external auditing of procedures, technical decision and site Inspecting.
- Representation on national organisation committees such as ACAI to share information on best practice, quality issues and developments.
- All staff are supported in the aim of lifetime learning and are expected to achieve 25 hours of CPD per year.
- Bound by the CIC Code of Conduct for Approved Inspectors.
- Individual client contact is directed through an Account Manager ensuring close working relationships.

However, despite our best efforts, sometimes things will go wrong. We believe that it is better to admit mistakes and look forward to a positive resolution than to ignore them and enter into a culture of blame.

We therefore adopt the following complaints procedure in compliance with the standards set by the RICS model complaints handling procedure and arbitration scheme.

## COMPLAINTS PROCEDURE

If you have a complaint this note sets out the procedure that we will follow in dealing with your complaint.

1. The person you speak to within Butler & Young Ltd will take details of your complaint and fill in a Customer Complaint Form (copy attached). You may be asked to provide the complaint in writing if the nature of the complaint is complex.
2. We will contact you in writing within 10 working days to inform you of our understanding of the circumstances leading to the complaint and you will be invited to make written comment.
3. Within 21 days of receipt of the written summary, the person dealing with your complaint will write informing you of the outcome of the investigation and describe what action will be taken.
4. If you are dissatisfied with any aspect of our handling of your complaint, you should contact:

Dave Allen  
Head of Quality & Standards  
Butler & Young Group  
Trenton House  
Imperial Way  
Surrey CR0 4RR

Tel. 020 8253 4900  
Fax. 020 8253 4901  
Email [dave.allen@byl.co.uk](mailto:dave.allen@byl.co.uk)

Dave Allen will personally conduct a separate review of the complaint and contact the you within 14 days to inform you of the result of this review.

5. If you remain dissatisfied with any aspect of our handling of the complaint, we will attempt to resolve this promptly through negotiations, or otherwise agree to enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process operated by the Royal Institution of Chartered Surveyors.
6. If the complaint has still not been resolved to your satisfaction, we advise you contact:

The Registrar  
The Construction Industry Council  
26 Store Street  
London  
WC1E 7BT

Tel: 0207 399 7400  
Email: [registrar@cic.org.uk](mailto:registrar@cic.org.uk)  
Web: [http://www.cic.org.uk/services/ai\\_complaint.shtml](http://www.cic.org.uk/services/ai_complaint.shtml)

The Construction Industry Council has been designated by government as a body for approving and monitoring inspectors.

7. If the complaint relates to a matter of technical interpretation please consult your Butler & Young contact or Dave Allen. In the rare case where you and Butler & Young are unable to reach a satisfactory solution we will be happy to forward to you details of the DCLG determination process.

# COMPLAINT RECORD FORM

## CONFIDENTIAL

### **A** FULL DETAILS OF COMPLAINT TO BE TAKEN BY RECEIVING MEMBER OF STAFF:

**Complaint received by:**

**Office:**

Received date:

Complaint made by:

Telephone

Personal call

Letter

Survey Form

**Name of Complainant:**

**Address of Complainant:**

**Contact Details for Complainant:**

Mr/Mrs/Miss/Ms

Home:

Work:

Email:

**Nature of Complaint:**

*(Given summary of issues – establish dates; staff previously involved and any previous correspondence or other contacts)*

**Complainant Remedy:**

*(What action would the customer like)*

### **B** TAKING THE CORRECT ACTION:

**Action Taken:**

*(Give full details including dates and communication details with complainant)*

#### Complaint Recipient Checklist

1. Part A completed and copy passed to complainant
2. Written response sent to complainant within 10 working days or passed to Head of Quality & Standards for further action within 3 working days
3. Part B completed and copy of form with any correspondence sent to Head of Quality & Standards.