

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 that is related to its building control services, delivery or actions where a response or resolution is expected.

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 about an Approved Inspector is a maximum of 6 years for clients under contract and 10 years for users of buildings. The time limit begins from the date of the cancellation of the Initial Notice or the date on the Final Certificate issued by the Approved Inspector for the building or property. If the building or property is part of a larger development, the time limit begins from the date of the cancellation of the Initial Notice or the date on the Final Certificate issued by the Approved Inspector for that building or property.