



LABC Complaints Policy

April 2024

1. Purpose

This policy is designed to establish a consistent and effective approach to handling complaints across the Local Authority Building Control (LABC) network. It serves as a model framework aimed at ensuring all LABC teams, situated within their respective local authorities, manage complaints with fairness, transparency, and efficiency. This unified policy approach facilitates a standard of service that stakeholders can expect across the LABC network.

2. Scope

This policy applies to complaints received by any LABC Team within the network, addressing services provided by local authorities' building control. It underscores our commitment to a cohesive and high-quality service standard across all authorities.

3. Complaint Submission

3.1 How to Submit a Complaint

Complaints may be submitted in writing (via email, postal mail, through the Local Authority Website). The complaint should clearly describe the issue, including any relevant dates, locations, and individuals involved, as well as the desired outcome.

3.2 Acknowledgement of Complaints

All complaints will be acknowledged in writing within 5 working days of receipt, providing the complainant with a complaint reference number and the contact details of the person handling the complaint.

4. Complaint Investigation

4.1 Investigation Process

A designated individual will be responsible for the investigation of complaints.

The designated person will review the complaint, gather relevant information, and may contact the complainant for further details or clarification.

An impartial investigation will be conducted to determine the validity of the complaint and to identify any breaches of policy or failures in service delivery.

4.2 Timeframe

The LABC aims to resolve complaints within 20 working days from the date of acknowledgment. If the investigation requires more time, the complainant will be informed of the reasons and given an updated timeframe for resolution.

5. Complaint Resolution

5.1 Communicating the Outcome

The complainant will be informed in writing of the outcome of the investigation, including any actions taken or proposed to resolve the issue or improve services.

5.2 Escalation

If the complainant is dissatisfied with the outcome, they may request a review of the decision. The review will be conducted by a senior official not involved in the original complaint or its investigation.

6. Confidentiality

All complaints will be handled with confidentiality and in compliance with data protection regulations. Information related to the complaint will only be shared with those directly involved in the investigation and resolution process.

7. Record Keeping

Records of all complaints and their resolutions will be maintained securely by the LABC team for a period of 5 years, to aid in the continuous improvement of services and as a record of actions taken.

8. Policy Review

This complaints policy will be reviewed annually and updated as necessary to ensure it remains effective and in alignment with best practices and regulatory requirements.

Implementation Across the LABC Network

This policy is intended for adoption by Local Authority Building Control Teams across the network, ensuring a harmonised approach to complaint management. Local authorities are encouraged to tailor the implementation of this policy to reflect local needs and circumstances, while upholding the core principles of fairness, transparency, and responsiveness.

Each LABC Team should integrate this policy with their existing procedures, ensuring that it complements and enhances the overall strategy for handling complaints within the local authority framework. Regular training and updates will be provided to ensure all staff across the LABC network are informed of the policy and competent in its application.

The successful implementation of this policy across the LABC network will strengthen the collective integrity and effectiveness of building control services, promoting public confidence and fostering continuous improvement in service delivery.



LABC
12 Tinworth Street
London
SE11 5AL

LABC is the trading name of District Surveyors Association Ltd. Company No. 08336677.