

Complaints Handling Policy

The purpose of this policy is to outline the procedure that should be followed should a situation arise where there is a need to make a complaint about OWL Building Control Solutions (BCS) or one of their staff (including Registered Building Inspectors (RBIs) working under OWL BCS control.

1. While we aim to produce work and offer an exemplary service of which we can be proud, we recognise that there may be a situation where you believe you have reason to complain. We are committed to investigating any issues raised with us and will do our best to rectify all justified complaints in line with our procedures.
2. If you feel that any aspect of our service has fallen short of your expectations and you wish to make a formal complaint, please provide a clear written description of your complaint with as much information as possible relating to the complaint and send it to:

William John Palmer,
4a Kingfisher Court, Hambridge Lane, Newbury, RG14 5SJ
e-mail: johnpalmer@owlbcs.co.uk

3. We will contact you within ten working days to confirm receipt of your complaint. We aim to contact you to discuss your complaint and to formally respond to your complaint within 21 working days from date of receipt.
4. If you remain unsatisfied with how your complaint has been handled, then you can contact: Brian Gerhardt – OWL BCS Director, at briangerhardt@owlbcs.co.uk who will undertake a separate review of the complaint and will respond in writing within 14 working days with the conclusions of his review.
5. Alternative Dispute Resolution - OWL BCS recommend that should you remain unsatisfied – that you contact the Royal Institute of Chartered Surveyors (RICS) President for the arrangement of an appointment of a dispute resolver. Further details can be found in the following link: [Dispute Resolution Service \(DRS\)](#)
6. OWL BCS will ensure compliance with the General Data Protection Regulations (GDPR) when processing the personal information that you include in your complaint.
7. A copy of all relevant details relating to your complaint will be kept on OWL BCS's project file.
8. OWL BCS are committed to adhering to all legislative requirements associated with our role as a Registered Building Control Approver and will take all reasonable steps to adhere to all codes and standards provided by the Building Safety Regulator.
9. Should OWL BCS receive no contact after you have raised your concerns / complaints within 12 months – OWL BCS will deem the matter closed and close the complaint project file.