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## PWC Building Control Services Ltd. Complaints Procedure

PWC Building Control Services Ltd (PWC herein after) strives to maintain a high level of service, however we realise that sometimes things do not meet your expectations.

Our complaints procedure helps us understand the issues you have experienced, which allows PWC to identify potential improvement across the company and consider altering the way we continue to perform our service(s). We aim to resolve your complaint promptly and effectively.

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### HOW TO CONTACT US

**EMAIL:** [complaints@pwc.uk.net](mailto:complaints@pwc.uk.net)

**POST:**

PWC Building Control Services Ltd,  
Unit 6 Selby Barns, Duncote,  
Northamptonshire, NN12 8AL

### WHAT INFORMATION WE WILL NEED:

- The project address.
- Details which have raised concerns.
- Your PWC reference number, if known.
- The date(s) of when the events took place.
- What action you have taken, if any
- A coherent description of your grievance (please number for future referencing).
- What we could do to help you resolve the problem.

### OTHER INFORMATION:

Complaints are dealt with in accordance with the Code of Conduct for Approved Inspectors.

A copy of the Approved Inspectors Code of Conduct can be found on the CICAIR website at: [www.cicair.org.uk](http://www.cicair.org.uk).

Please also refer to guidance by CICAIR regarding the definition of a complaint; [CICAIR - Definition of Complaint](#).

If you have any questions about the process, please contact the complaints department on [complaints@pwc.uk.net](mailto:complaints@pwc.uk.net)

**Please note the following steps of the PWC complaints procedure:**

#### **Stage 1: Initial Grievance**

Please send an email to [complaints@pwc.uk.net](mailto:complaints@pwc.uk.net) to request a discussion regarding your grievance; your email will then be allocated to the appropriate person(s).

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#### **Stage 2: Formal Complaint**

If you feel your grievance is not satisfied and wish to make a formal complaint please email us, addressing your comments for the attention of a Line Manager.

Email: [complaints@pwc.uk.net](mailto:complaints@pwc.uk.net); with the subject line as:  
Formal Complaint FAO of Line Manager ref: PWC/.....

You will receive an acknowledgement upon receipt of your complaint, and the complaint will be passed for the relevant line manager's attention.

A thorough investigation will be undertaken, and you will be sent an initial response within approximately 21 working days from the date of acknowledgement; this is a guideline which we will endeavor to achieve. We may request more information/time from you at any stage to assist the investigation.

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#### **Stage 3: Escalation of Formal Complaint**

If you remain dissatisfied with PWC's response and wish for your complaint to be escalated please email us, addressing your comments for the attention of a Director.

Email: [complaints@pwc.uk.net](mailto:complaints@pwc.uk.net); with the subject line as:  
Escalated Formal Complaint FAO of a Director ref: PWC/.....

Your complaint will be reviewed and the appropriate action taken. They will respond initially to you within approximately 21 working days; this is a guideline which they will endeavor to achieve. They may request more information and/or time from you at any stage to assist the investigation.

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#### **Alternative Dispute Resolution (ADR)**

On completion of the above stages, if you still feel dissatisfied, an alternative dispute resolution can be undertaken independently by one of PWC regulatory body's:

**CICAIR – [www.cicair.org.uk](http://www.cicair.org.uk)**

**RICS via CEDR - [www.cedr.com](http://www.cedr.com)**

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**Please note:** the typical advice presented by an ADR is that all stages should be completed prior to escalating to a regulatory body. Escalating to a regulatory body will not result in awarding of costs or financial redress to a complainant.