



Building Consent Approvals Limited

Complaint Policy

Regulation 7(2)(h)

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Complaints Policy

At Building Consent Approvals Limited, we are committed to providing our customers with the best possible experience of the building consent process. Our complaint process takes into consideration:

- The service standards for acknowledging, considering and responding to complaints
- Ensures appropriate levels of objectivity and fairness to all parties
- Enables complaints to be prioritised
- Provides for any required remedies proportionate to the issues raised
- Enables complaints to be systematically and accurately logged and tracked

You have a right to appeal any decision we have made about your building consent, or to file a complaint about our work in building control.

Complaints relating to building control could include:

- Meeting statutory timeframes
- Lodging or vetting building consent applications
- Processing building consent applications
- Inspecting work under construction
- Issuing a notice to fix
- Failure to meet legislative or Building Code requirement

Definition of a Complaint

A concern may not rise to the level of a complaint. If your concern has been resolved at first point of contact, we would not normally treat this as a complaint unless you think it should be, and we agree.

Complaints can be related to any of the building control function services we provide or related decisions. This includes services or decisions made by any of our staff or contractors related to such matters as (not limited to):

- Lodging or vetting building consent applications
- Processing consent applications
- Inspections of building work for which BCAL have issued consent
- The way you feel have been treated
- The standard of service you have received
- A failure in our processes or procedures
- Meeting statutory timeframes or KPI's
- Issuing a notice to fix or code compliance certificate
- Failure to meet applicable legislative or Building Code requirements

How do I make a complaint?

If you are not satisfied about any aspect of our building control functions, you can make a complaint by contacting us directly over the phone or in writing. Please refer to your contacts list which have been provided to you.

We highly recommend that complaints are made through the Complaint Contact form on the [BCAL website](#) for a more efficient and effective process.

You will need to provide us the following information in writing so we can record the details at the outset. Please follow the prompts provided on the Complaint Form online.

- The date the incident occurred and who was/is involved
- The nature of your complaint e.g. the processing of a building consent or the outcome of a building inspection.
- Copies of any supporting information (if applicable)
- The name of the company you represent
- Any further information you consider relevant

If we receive a complaint in writing via email, we will still process your complaint in accordance with this policy. However, it is recommended to use the online Complaint Form.

If we receive a complaint over the phone you will be requested to follow-up in writing for the complaint to be accepted and in accordance with our Complaints Policy.

Responsibility and Review

The Building Control Manager is responsible for the effective and consistent functioning of the complaints process and will be subject to annual audit and review.

Service Standards

BCAL will ensure that:

- Initial response/acknowledgement receipt of the complaint within 2 working days
- If possible, we will resolve or make a decision the complaint within 28 working days of acknowledgment by the building manager unless a request for further information is made or the complaint is complex or has escalated to a dispute resolution process (see below).
- You will be advised of the outcome and given the opportunity to respond
- We will accurately record complaints, response and outcomes that can be tracked

How BCAL resolve complaints

Once we receive a complaint, we will prioritise it based on the nature of the complaint. We may also adjust the timeframe for resolution depending on the nature of the complaint (risk and/or urgency). If a more formal investigation is required, this may take longer to address, and we will notify you of the change in timeframe. We may also need to do a site inspection to provide the most appropriate response to your complaint and gather any further relevant information.

Investigations will be undertaken in a way that will ensure your complaint is considered with appropriate levels objectively and fairness to all parties and we shall endeavour to apply an appropriate remedy proportionate to the matter and outcome.

We will accurately record all complaints, response and outcomes in a way that can be systematically and accurately logged and tracked for progress.

Outcome

Complaint records will be kept and cover:

- details of the investigation,
- the outcome (e.g. whether the complaint is upheld, action taken, apology, or reason why the BCAL is unable to assist),
- information on the right of further redress and escalation if you remain dissatisfied.

Complaints will be regularly reviewed to identify any systemic or emerging issues, or other opportunities to improve outcomes for all parties.

Complaints may also provide broader opportunities for us to improve our service delivery and client experience. We report on complaints at BCAL management team meetings.

Escalation

Complaints received will be carefully allocated to ensure objectivity e.g. they won't be forwarded to the same person you are dissatisfied with.

If you are unhappy with the initial decision made, you can request the complaint be escalated to the Building Control Manager. If the complaint is about any officer, that officer will not investigate the complaint, it will be escalated to a position above.

Determination

If your complaint is about a decision that BCAL has made in the capacity of its role as a building consent authority, and after investigation, we agree with that decision, we will recommend that you use the MBIE Determination process. We will help you complete the application or in some cases may apply for the Determination and you will be added as a party.

Refer to Link for details - [Understanding determinations | Building Performance](#)

Dispute Resolution

The contract between BCAL and you as client include a dispute resolution process in clause 13 of the contract.

If any complaint rises to the level of a dispute, BCAL shall follow the dispute resolution in good faith with you. The key term in this clause is 'in good faith' and 'the parties will use best endeavours to settle their dispute by mediation before resorting to litigation.'

The client as do BCAL will recognise and value the benefit to both parties wherever possible by avoiding exorbitant expense in both reputation and legal proceedings and shall try to resolve any dispute by negotiation. Please refer to clause 13 of your contract.