

Purpose

The purpose of this procedure is to confirm what is required to be done in the event of a formal or informal complaint. To ensure that the Building Control Performance Standards are followed, we shall maintain and make available our complaints procedures on our website or if requested to do so. We will ensure complaints are dealt with in a timely manner as per the steps listed below. All complaints will be recorded in a complaint tracker and will be discussed with our insurers.

1. Once a formal complaint has been received via approvers@bsfour.co.uk, operations support will pass on to the management team.
2. The management team will acknowledge receipt of the complaint within 5 working days of receipt.
3. The management team will investigate within 10 working days to try and resolve the complaint.
4. If the complainant is not satisfied with the outcome, the complaint will need to escalate to Ciaran McGing (ciaran.mcging@bsfour.co.uk) who will review and respond within 15 working days from escalation.
5. If the complainant is still dissatisfied with the outcome from steps 1-4, the procedures will have been exhausted. BS4 Approvers will provide contact details to the Building Safety Regulator who will need to be contacted to take the complaint further. They can be contacted via the following means:

Tel: 0300 790 6787

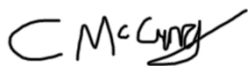
For further information on escalation to the Building Safety Regulator refer to:

<https://www.gov.uk/guidance/contact-the-building-safety-regulator>

Contact Information

For questions or further clarification regarding this Policy, please contact:

- Ciaran McGing - Director
- ciaran.mcging@bsfour.co.uk
- 07763752245

A handwritten signature in black ink, appearing to read 'C McGing', with a stylized flourish at the end.

Ciaran McGing
Director
23 February 2026