



## Meridian Consult Ltd

9, Marconi Gate,  
Staffordshire Technology Park,  
Stafford ST18 0FZ

Date - 06/04/2024

Date for Review - 06/10/2024

Responsible Person - Daniel Gay/ Colin Goode

# MCP-24-Complaints Handling Procedure



## Introduction

Meridian Consult Ltd (MCL) are committed to ensuring all our staff abide by all relevant codes of conduct and operational stand rules as issued by the Regulator.

This policy will apply to everyone in Meridian Consult Ltd; managers are responsible for implementation and Meridian Consult Ltd is responsible for providing the necessary resources and will inform clients of the process.

Meridian Consult are open to receiving criticism about our service delivery and individual staff conduct, we aim to:

- Listen to any concerns you may have
- Operate a simple system for raising complaints
- Handle your complaint in a professional manner
- Review the outcome with an aim to improving our policies and procedures to ensure lessons are learned

## Directive

As a regulated RICS firm, we have in place a Complaints Handling Policy (CHP), which meets the regulatory requirements. Our CHP has three stages:

### Stage 1

The initial stage of any complaint in relation to faults with your works or the way in which it is being delivered would be via the builder/contractor and/or the Meridian Registered Building Inspector (RBI) allocated to your project, these details can be found in your acknowledgement documentation. If you are a neighbour with concerns about a specific project in which Meridian Consult are the Building Control Body, then please contact the builder/contractor and/or the Meridian Office Manager who will aim to put you in direct contact with the Meridian Registered Building Inspector RBI. This provides an opportunity for these parties to directly resolve the issues prior to escalation into Stage 2. If However the compliant does not relate to the above concerns then please proceed to Stage 2 to escalate a formal compliant.

There are situations where we can not directly handle complaints on specific topics, and a sample of these are given below with suggested contacts provided:

- Antisocial site working hours and excessive noise levels complaints should be directed to the Local Authority Environmental Health department
- Party wall/boundary complaints should be directed to an independent Party Wall surveyor

### Stage 2

Stage 2 of the CHP gives Meridian Consult the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction.

If you are dissatisfied with our initial response, you will have the opportunity to escalate your complaint to a Director. This step gives the client the opportunity to have your complaint reviewed by a Manager/Director of Meridian Consult Ltd who will review your complaint and our initial response and provide a formal response to conclude our CHP.

If you remain dissatisfied with our response, Stage 3 gives you, the client the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

If you have spoken to us about your complaint, for Stage 2 please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

Please send your complaint to:

- Meridian Consult Ltd  
9 Marconi Gate  
Stafford Technology Park  
Stafford  
ST18 0FZ
- Telephone: 01785 859200
- Email: [office@meridianconsult.co.uk](mailto:office@meridianconsult.co.uk)

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days and aim to provide a full response back to your complaint within 28 days from our acknowledgement receipt.

If you are dissatisfied with our initial response and wish to escalate the complaint to a Director, please confirm in writing that you wish to escalate the matter and you wish for a director to review the complaint, please include in this email the reasons why you feel your complaint has not been concluded.

Upon receipt of this, we will allocate your complaint to one of the Managers/Directors who will acknowledge they are in receipt of the complaint within 7 days of receipt and will aim to provide a full response to your complaint within 14 days of acknowledgement.

Whilst we aim to respond back within the above timelines if any unforeseen delays occur whilst dealing with your complaint that may result in a delay to our response, we will converse any delays in writing to you as soon as we become aware of any potential delay.

### **Stage 3**

If we are unable to agree on how to resolve your complaint then you will have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board.

We have chosen to use the following redress providers - alternatively, for **Building Control complaints only**, where all other avenues have been exhausted the Building Safety Regulator:

**For Building Control Clients who wish to appeal a decision in relation to the following section of The Building (Registered Building Control Approvers etc.) (England) Regulations 2024:**

- Part 6 - Plans Certificates
- Part 6 - Cancellation notices
- Regulation 15 - Notice before starting work and further notice when work is “commenced” etc

### **Building Safety Regulator**

- Telephone: 0300 790 6787
- Website: <https://www.contact-building-safety-regulator.service.gov.uk>

**For Building Control Clients who are a person aggrieved by the local authority’s rejection of:**

- (a) An initial notice, amendment notice or a public body’s notice, or
  - (b) A plans certificate, a final certificate, a public body’s plans certificate or a public body’s final certificate, or
  - (c) A transfer certificate and a transfer report,
- may appeal to a magistrates’ court or the appropriate court or tribunal.

*For Consumer Clients:*

### **The Property Ombudsman**

- Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
- Telephone: 01722 335458
- Email: [enquiries@os-property.org](mailto:enquiries@os-property.org)
- Website: [How to make a Complaint \(tpos.co.uk\)](http://How to make a Complaint (tpos.co.uk))

*For Business-to-Business Clients:*

### **RICS Dispute Resolution Service**

- 100 St. Paul's Churchyard, London, EC4M 8BU
- Telephone: 020 7536 6116
- Email: [applications@cedr.com](mailto:applications@cedr.com)
- Website: [Resolve a company or trader dispute - CEDR](http://Resolve a company or trader dispute - CEDR)

### **Policy sign off**

Company Directors acceptance of responsibility for the policy and its implementation

As Directors' of Meridian Consult Ltd. We accept responsibility for ensuring that Meridian Consult Ltd is managed in a manner that will provide for compliance with Meridian Consult Ltd's legal obligations and conformity with the objectives and requirements as detailed in this Policy.

Signed  
The Directors

Gary Hancox



Craig Ibbotson



Robert Neale



Colin Goode



Date: 6<sup>th</sup> April 2024