



Meridian Consult Ltd

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

Date - 25/03/2026

Date for Review - 25/03/2027

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

At Meridian Consult 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 Line Manager. This step gives the client the opportunity to have your complaint reviewed by a Line Manager of Meridian Consult Ltd who will review your complaint and our initial response and provide a formal response to conclude our CHP.

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

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 Line Manager, please confirm in writing that you wish to escalate the matter and you wish for a Line Manager 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 a relevant Line Manager 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 you remain dissatisfied with our response, Stage 3 gives you the client the opportunity to have your complaint reviewed by a Meridian Director

If you are dissatisfied with our Stage 2 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 a Director 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.

If you remain dissatisfied with our response following a Stage 3 review by our Director for **Building Control complaints only**, where all other avenues have been exhausted a complaint can be made to 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.

Resolution

If no formal escalation to a further stage is received within 30 days after any Meridian response to a complaint, it will be assumed that the complaint has been resolved

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	
Robert Neale	
Colin Goode	