



enevo Building Control – Complaints Procedure

Yorkshire Dales Building Consultancy Ltd, trading as enevo Building Control, prides itself on providing a professional service. However, there may be times when we do not meet your expectations.

Our detailed complaints procedure gives us the opportunity to understand any issues you may have experienced. We aim to resolve your complaint professionally and efficiently while identifying potential areas for improvement within the company.

When making a complaint, please ensure you include the following information:

- Project address
- Detailed description of your complaint
- Dates when the events took place
- How you would like the complaint to be resolved

How to contact us:

Email: complaints@enevobuildingcontrol.co.uk

Post: enevo Building Control, Woodhead House, Woodhead Road, Birstall, Batley, WF17 9TD

Please note that complaints are dealt with in accordance with the Building Safety Regulator (BSR). This can be found on the Building Safety Regulator website: www.hse.gov.uk/building-safety/regulator.htm, where you can also find guidance on the definition of a complaint.

Please see below for the steps of the enevo Building Control complaints procedure:

Initial Complaint – Please email complaints@enevobuildingcontrol.co.uk to request a discussion about your complaint. This will be allocated to the relevant person.

Formal Complaint – If you feel your initial complaint has not been dealt with sufficiently and you wish to make a formal complaint, please email complaints@enevobuildingcontrol.co.uk with the subject line **"Formal Complaint, ref no:..."**.

You will receive an acknowledgement upon receipt of your email. This will be passed on to the Operations Director to conduct a thorough investigation. We will aim to send you an initial response within approximately 21 working days from the date of acknowledgement.



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Please note, we may request more information and/or time from you at any stage to assist us with the investigation.

Escalation of Formal Complaint – If you are not satisfied with the response you receive from our Operations Director and wish for this to be escalated, please email complaints@enevobuildingcontrol.co.uk with the subject line **"Escalated Complaint FAO of MD, ref no..."**. Your complaint will be passed on to our Managing Director to be reviewed. You will receive an acknowledgement upon receipt of your email.

We will aim to send you an initial response within approximately 21 working days from the date of acknowledgement.

Please note, we may request more information and/or time from you at any stage to assist us with the investigation.

Alternative Dispute Resolution:

After completing all stages of our complaints procedure, if you are still not satisfied, you can pursue an Alternative Dispute Resolution, which can be undertaken independently by our regulatory bodies:

Building Safety Regulator (BSR) – website: www.hse.gov.uk/building-safety/regulator.htm