

## Building Control Service Customer Comments

<b>Record of Complaints and Comments</b>	<b>2006</b>
<b>Complaints</b>	<b>3</b>
<b>Complimentary Comments</b>	<b>8</b>
<b>Questionnaire comment on suggested improvements to service</b>	<b>1</b>

The 3 Complaints received from Customers were in relation to inspections and interpretation of the Building Regulations and the extent of our control in relation to the developments in question.

The 8 Complimentary comments received were in relation to good service delivery.

Suggested comments raised throughout the year have included the need to communicate with the owner as well as the builder where ever possible during site inspections, this has been discussed with all members of staff and every effort is being made to improve the situation.

<b>Record of Complaints and Comments</b>	<b>2007</b>
<b>Complaints</b>	<b>1</b>
<b>Complimentary Comments</b>	<b>1</b>
<b>Questionnaire comment on suggested improvements to service</b>	<b>0</b>

There has been 1 formal complaint and 1 complimentary comment received this year.

The reduced number of comments has coincided with a reduced return percentage of Questionnaires requesting comments in relation to our service which are sent out with every Building Regulation and are available to download from the website.

The complaint received was in relation to the submissions and response to correspondence submitted through the post room services. This was at a time when Council policy in relation to the handling of post had been amended so all post is delivered to a new postal address and is dealt with through the post room service.

This may have been a contributory factor in relation to the complaint.

The complimentary comment was made in relation to the helpfulness of the Technical Officers working within the Building Control Service.

Anyone who has used the Building Control service and wishes to make comment in relation to the service, can do so by downloading the relevant questionnaire or comment form available on the website or by contacting Stuart Bell, building Control manager on 0191 301 8777.

<b><u>Record of Complaints and Comments</u></b>	<b>Jan -</b>	<b>2008</b>
<b>Complaints</b>		<b>0</b>
<b>Complimentary Comments</b>		<b>0</b>
<b>Questionnaire comment on suggested improvements to service</b>		<b>0</b>