

Building Consent Authority

Complaints Policy

Kaikoura District Council Building Consent Authority has a system in place to receive and manage complaints about building control functions to ensure customer service support for applicants engaged in the building consent process.

1. The Building Consent Authorities complaint policy is [publicly available](#) and accessible via the:
Kaikoura District Council website
 - Our Services
 - Building Information and Consents
2. The Building Control Regulatory Manager is the nominated person whom has the overall responsibility for the consistent and effective functioning of the complaint process for the Building Consent Authority, taking into consideration:
 - Has service standards for acknowledging, considering, and responding to complaints
 - Ensures appropriate levels of objectivity and fairness to all parties
 - Enables complaints to be prioritised
 - Provides for any required remedies proportionate to the issues raised
 - Enables complaints to be systematically and accurately logged and tracked
3. Complaints must be made in writing and will be dealt with objectively and fairly to all parties.
4. Complaints received in writing are to be sent to the Building Control Regulatory Manager. They will forward the complaint to a Building Administrator in the Building Control Department who will enter the complaint into the [complaints register, Complaint-001a](#).
5. Once it is entered it is referred to the Building Control Regulatory Manager for prioritisation and allocation.
6. The complaint will be acknowledged by the person it has been allocated to within 48 hours of it being allocated.

Complaints regarding Building work:

1. If the complaint relates to building work, a site investigation may be required. A Building Control Officer or the Building Control Regulatory Manager will determine whether the complaint is valid and, if so, investigate and determine any necessary corrective actions.

Where an inspection is undertaken, a Building Control Officer or contractor will record the inspection findings, any corrective actions taken, any follow-up action that may be required and forward the records to a Building Administrator in the Building Control Department to update the appropriate system and or register in accordance with the Building Consent Authorities Quality Assurance Manual.

2. The complainant will be informed of the outcome within 15 working days of the initial complaint.
3. If the complaint is of a more complex nature, and the timeframe cannot be met, the complainant will be informed of the reason why the time frame cannot be met, and when they can expect a response.

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Complaints regarding the Building Consent Authorities policies, procedures and systems:

1. If complaints are regarding the Building Consent Authorities policies, procedures and systems the complaint will be directed to the Building Control Regulatory Manager and will be acknowledged within 48 hours.
2. The Building Control Regulatory Manager will investigate the complaint to ensure that it is of a genuine nature and warrants further investigation. They may conduct any necessary investigations and on completion contact the complainant advising them of the outcome of the investigation and any resultant action within 15 working days.
3. If the complaint is of a more complex nature, and the timeframe cannot be met, the complainant will be informed of the reason why the time frame cannot be met, and when they can expect a response.
4. Any findings, corrective actions taken, or follow-up action that may be required are recorded and the complaint will be marked as resolved within the appropriate system and or register in accordance with the Building Consent Authorities Quality Assurance Manual.
5. The information will then be considered for inclusion into the continuous improvement process.

Complaints regarding the Building Consent Authority or a Building Consent Authority staff member:

1. If complaints are received regarding the Building Consent Authority or a member of its staff, the complaint will be directed to the Building Control Regulatory Manager or CEO if the complaint involves the Building Control Regulatory Manager. They will be acknowledged within 48 hours.
2. The Building Control Regulatory Manager and or CEO will investigate the complaint to ensure that it is of a genuine nature and warrants further investigation. The Building Control Regulatory Manager and or CEO may conduct any necessary investigation and on completion contact the complainant advising them of the outcome of the investigation and any resultant action within 15 working days.
3. If the complaint is of a more complex nature, and the timeframe cannot be met, the complainant will be informed of the reason why the time frame cannot be met, and when they can expect a response.
4. Any findings, corrective actions taken, or follow-up action that may be required are recorded and the complaint will be marked as resolved within the appropriate system and or register in accordance with the Building Consent Authorities Quality Assurance Manual.
5. A copy of the complaint and result will be filed on the appropriate file and held by Human Resources where and when required.

Reporting:

1. The Building Consent Authority will analyse any complaints received monthly to identify any systemic or emerging issues, or other opportunities to improve outcomes for all parties to a complaint. Effectively using the complaint system to identify issues and opportunities for continuous improvement.

Unreasonable complainant conduct:

1. The Building Consent Authority will not accept or respond to any complaint in relation to a building control function that are racist or otherwise derogatory or contain abuse or threats against the organisation or staff member(s).