

Scheme for Certification of Design (Building Structures)



Complaints Procedures

Introduction

This document sets out the procedures that will be followed by Structural Engineers Registration Ltd when it receives a complaint about the conduct of any individual whilst working on its behalf.

Submitting a complaint

Anyone wishing to make a complaint should do so in writing, detailing the substance of the complaint, to the Company Secretary, SER Ltd, 47-58 Bastwick Street, London EC1V 3PS or admin@ser-ltd.com.

Resolving Complaints

Stage 1

On receiving a complaint the Company Secretary will, normally within 5 working days:

- Acknowledge receipt of the complaint to the complainant including:
 - Saying who is dealing with the complaint
 - When the complainant can expect a reply
 - Enclosing a copy of this complaints procedure
- Pass the complaint information to a Director
- Advise the person about whom the complaint has been made that a complaint has been received

The Director will investigate the complaint. The complainant will be contacted by the Director to discuss the complaint.

The person or persons who are the subject of the complaint should be contacted by the Director and given a fair opportunity to respond.

Ideally complaints should receive a definitive reply within 20 working days. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when it is anticipated a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken or sanctions imposed as the result of the complaint.

Stage 2

If the complainant feels that the problem has not been satisfactorily resolved at Stage 1, they can request that the complaint is reviewed further. At this stage the complaint will be passed for investigation by someone independent of SER, appointed by the President of the Institution of Structural Engineers.

The request for a further review should be acknowledged, normally within 10 working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The person appointed to do so will investigate the complaint. This will involve reviewing the paperwork of the case, contacting the complainant and seeking to elicit the reason for their dissatisfaction with the decision and speaking with the person who dealt with the complaint at Stage 1.

The person or persons who are the subject of the complaint should be informed and given a further opportunity to respond.

Ideally complaints should receive a definitive reply within 30 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when it is anticipated a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken or sanctions imposed as the result of the complaint.

The decision taken at this stage is final.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest. When a variation is necessary the complainant will be informed of the variation and the reason it is required.

ⁱ This includes Directors, the Company Secretary, the Head of Certification, administrators, members of the Scottish or Jersey Registration Board and Auditors.