

DJM ROOFING EASTBOURNE LIMITED

COMPLAINTS PROCEDURE.

1. Internal Complaints Procedure (First Step)

a. Identify the company's complaints policy

All reputable construction firms—especially those regulated by professional bodies (e.g. **FMB, NHBC, CIOB, RICS**)—should have a **written complaints procedure**.

It should include:

- How to raise a complaint (in writing, email, online form)
- Who to contact (site manager, customer care team, director)
- Expected response times
- Escalation routes if unresolved

b. Make a formal written complaint

Include:

- Your contact details
- Project address and contract number
- Dates and details of what went wrong (poor workmanship, delays, costs, etc.)
- Reference to contract terms
- Supporting evidence (photos, letters, invoices, etc.)
- What you want as a resolution (repair, refund, apology, etc.)

c. Keep records

Keep copies of **all correspondence**, photos, and notes from meetings or calls.

2. Escalate Internally (if unresolved)

If the initial response is unsatisfactory:

- Escalate to a **senior manager** or **company director**
- Request a **written final response** (“**deadlock letter**”), confirming that internal procedures are complete

You'll often need this before escalating externally.



3. External Dispute Resolution Options

a. Trade Association / Warranty Provider

If the builder is a member of:

- **Federation of Master Builders (FMB)**
- **National House Building Council (NHBC)**
- **TrustMark**
- **Considerate Constructors Scheme**
- **Constructionline**

You can lodge a complaint through them.

They often offer:

- Mediation
 - Independent inspection
 - Binding dispute resolution
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b. Alternative Dispute Resolution (ADR)

Under UK law, construction contracts can use ADR methods before court action:

- **Mediation** – an independent mediator helps both sides reach agreement
- **Adjudication** – fast, legally binding decision (especially under the **Housing Grants, Construction and Regeneration Act 1996**)
- **Arbitration** – more formal, used for larger or complex contracts

If your contract refers to **JCT** or **NEC** terms, it will specify which ADR route applies.

c. Trading Standards / Citizens Advice

If the company is refusing to cooperate or work is substandard:

- Contact **Citizens Advice Consumer Service** (03454 04 05 06)
 - They can refer serious issues to **Trading Standards**
 - You can also use the **Consumer Rights Act 2015** if you're a domestic (non-business) client
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d. Court Action (Last Resort)

If ADR fails:

- **Small Claims Court (County Court)** – for disputes under **£10,000**
- **Fast Track** – for claims up to **£25,000**
- **Multi-track** – for complex, high-value claims

A solicitor specialising in **construction law** can advise on this route.

4. Key Legal Frameworks

- **Housing Grants, Construction and Regeneration Act 1996 (as amended)** – adjudication rights
 - **Consumer Rights Act 2015** – requires reasonable care and skill
 - **Supply of Goods and Services Act 1982** (for older contracts)
 - **Building Safety Act 2022** – quality and safety obligations
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5. Useful Contacts

Organisation	Role	Website
Citizens Advice	Consumer rights & advice	citizensadvice.org.uk
Trading Standards	Enforcement of consumer protection laws	via Citizens Advice
Federation of Master Builders	Complaints against FMB members	fmb.org.uk
NHBC	Warranty & complaints about new builds	nhbc.co.uk
TrustMark	Government-endorsed quality scheme	trustmark.org.uk
RICS / CIOB	Professional conduct complaints	rics.org / ciob.org