#

# BCA accreditation scheme checklist

## Regulation 7(2)(h): Receiving and managing complaints

### Minimum criteria for accreditation against Regulation 7(2)(h)

#### Customer complaints

[ ]  The BCA’s complaint policy is publicly available and accessible to applicants

#### Notes: Click here to enter text.

[ ]  There is a nominated person responsible for the effective and consistent functioning of the BCA’s complaint process

#### Notes: Click here to enter text.

The BCA’s complaint policy and procedure:

[ ]  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 remedies proportionate to the issues raised

[ ]  enables complaints to be systematically and accurately logged and tracked

#### Notes: Click here to enter text.

[Regulation 7(2)(h) regulatory guidance](https://www.building.govt.nz/building-officials/bca-accreditation/detailed-regulatory-guidance/7-perform-building-control-functions/receive-manage-complaints-building-control-functions/) provides more information.

**Evidence of Policy/Procedure/System being completely and effectively implemented**

***Notes:******Click here to enter text.***