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# 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

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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.***