



LABC Enforcement Policy

(including amendments by way of the Building Safety Act 2022 and the Building Regulations 2010 as amended October 2023)

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Introduction

Building control has adopted this policy to ensure that individuals, businesses, and others can understand what to expect from our Building control Inspectors whilst seeking to improve compliance in terms of the Building Regulations where necessary. There are many good designers and contractors and so where work is carried out in accordance with the regulations there will be no need to refer to this enforcement policy.

The Building Safety Act 2022 (BSA22) provides powers for the Building Safety Regulator (BSR) to:

- oversee the safety and standards of all buildings.
- help and encourage the built environment industry and building control professionals to improve their competence, which must be validated.
- lead implementation of the new regulatory framework for high-rise buildings.

The Role of the Building Safety Regulator

The Building Safety Regulator (BSR) have a series of escalating sanctions and enforcement measures to maintain standards and deal with poor performance in terms of the regulation of the building control profession. This sets out how the BSR will conduct investigations into the building control profession. The BSR also publish findings on the performance of building control bodies as they are a regulated profession.³

This approach to building control oversight will help Building Control Bodies (BCBs) across the profession, efficiently plan and deliver their functions to consistently high standards:

- The BSR clarifies roles and responsibilities, including those of duty holders, to ensure that buildings are safe and compliant.
- The BSR set out a risk-based approach to building control functions that BCBs and their professionals will be expected to adopt. This also reflects the risk-based approach the BSR will take as the building control authority for higher-risk buildings.
- You can also expect that those who regulate have a code of conduct for Registered Building Inspectors (RBIs)³ and professional conduct rules for Registered Building Control Approvers (RBCAs)³

These standards set out how the BSR regulates BCBs:

- Operational Standards Rules¹ (the performance standards) for BCBs.
- Key performance indicators (KPIs).
- Data reporting requirements and frequency.

The enforcement approach from the BSR will:

- exercise its powers in line with regulatory best practice.
- take a consistent and proportionate approach.
- target enforcement activity in cases where action is needed.
- work closely with existing regulators such as local authorities and fire and rescue authorities.

¹ The OSRs are applicable from 1st April 2024, until then the existing Building Control performance Standards may be referred to.

² At the time of writing the Welsh Government are developing the regulations and this policy will be updated accordingly once those regulations are laid.

³ RBIs and RBCAs are new titles, from 6th April 2024, RBIs are surveyors employed by either a LA in the public sector or by an AI in the private sector, AIs will be known as RBCAs.

The BSR is, by virtue of the Building Act 1984 (BA84) S 91ZA/B, the building control authority for higher-risk buildings in England, whereas, in Wales², S 91ZD refers to the relevant Local Authority. HRBs are buildings with 7 or more storeys or that are 18 metres or higher, and either:

- Have at least 2 residential units (in Wales this is one dwelling).
- Are hospitals or care homes (during design and construction).

They assess whether duty holders are considering both building safety and regulatory compliance.

The BSR has a range of enforcement powers throughout the design and construction of an HRB development, and the enforcement powers under the BSA22 and the BA84 will be a matter for the BSR. Any building work to an HRB (new build or existing) will mean an application to the BSR before commencing any work, and they are the building control authority in England. (as outlined above).

The LA will then have the formal enforcement powers for all other types of buildings covered under the Building Regulations 2010 (as amended) and the Building Act 1984.

What is local authority enforcement?

The work of building control includes:

- Processing Building Regulations applications and checking plans for compliance.
- Inspecting work under construction.
- Controlling building demolition, dealing with dangerous structures, and securing empty properties.
- The preparation and enforcement of general and special safety certificates and the enforcement of fire safety standards for sports stadia and certificated stands in sporting venues.
- Street naming and numbering.

Building Control is responsible for using a wide range of Acts of Parliament and Statute Laws.

“Enforcement” means action carried out in the exercise of, or against the background of, these Acts and Laws. This includes studying documents and reviewing drawings, and making inspections of premises to check compliance with legislation. Local Authority Building Control teams can also take formal enforcement action that may escalate through a staged process that involves more formal correspondence and /or the issue of legal notices and ultimately prosecution.

How do we decide when to take enforcement action?

Building Control inspectors work in line with the requirements of the Regulators code and will consider several factors before deciding when to act:

- The seriousness of the breach. This may involve a blatant breach of the law.
- Where the offence involves failure to comply with a statutory notice or order either immediately (if necessary) or within a reasonable period.
- Where there is obstruction of an Inspector or where an Inspector is given false or misleading information.
- The history of non-compliance or a history of similar offences.
- The continued risk to health, safety, or the environment.
- The effects of non-compliance.
- The effectiveness of enforcement choices.
- Legislation and guidance issued nationally or locally.
- The need to consult with other authorities and enforcement bodies.
- The consideration of the Crown prosecution code meeting the evidential and public interest test.

We recognise that most people want to comply with the law. We will, therefore, take care to help them meet their legal duties but will take firm but fair action against those who act illegally or behave irresponsibly.

The stages of enforcement action

Stage 1 (Intervention) - Informal Action

Best efforts should be taken to resolve any issues where the law may have been broken without issuing formal notices or referring the matter to the courts. This is the first option when the circumstances indicate that a minor offence may have been committed and there is confidence that appropriate corrective action will be taken. The situation should be in writing in a clear manner with an explanation as to why any remedial work is necessary and over what timescale it should be completed. When writing to residents and businesses it is important that legal requirements are clearly distinguished from recommendations.

Where the breach is not considered to meet the public interest test and the history of compliance and competency of the person carrying out the work is good, and where non-compliance will not pose a significant risk to public health, safety, or welfare then we may consider informal action. This will result in verbal and/or written advice or warnings by letter or e-mail.

Stage 2 - Written Notice of the impending service of a Notice

Where there are breaches of legislation, a history of non-compliance, poor demonstration of competency, or a lack of confidence in management, with potentially serious effects or where legislation requires it, then we will inform all relevant parties of the breach and a time scale for resolution. We will, where necessary, serve a statutory notice. We will give an opportunity to discuss the issues unless immediate action is needed. (See pages 9 & 10 for details of these notices).

The time limit on notices will be realistic and we will tell recipients of their rights. In the unlikely event of a summons then the legal process will be explained under the terms of the Magistrates Court Act 1986.

If the contravention is not minor Building Control will communicate this to the applicant / designer and / or contractor and client advising on the breach by directing them to relevant guidance where possible solutions can be found. Building Control as a regulator cannot design the solution therefore the person carrying out the work will need to refer to their own competent designer/contractor in terms of the design element. Building Control will indicate what action will be taken if contraventions are not removed within a given period of time.

Stage 3 - The service of a legal notice

The legislation that Building Control enforces provides for the service of formal notices on individuals, businesses or other organisations requiring them to meet specific legal requirements.

Where a formal notice is served, the method of appealing against the notice and the timescale for doing so will be provided in writing at the same time.

The notice will explain what is wrong, and what the likely consequences are if the notice is not complied with.

In most situations, before formal action is taken, Building Control will provide an opportunity to discuss matters and hopefully resolve points of difference. However, this may not always be possible where immediate action is considered necessary, e.g., in the interests of health and safety, or to prevent an imminent risk to health, or to protect the environment.

Stages 4 & 5 – Caution or Prosecution

Where the circumstances warrant it, because of the seriousness of the matter or due to repeat offending, and the alternative actions mentioned previously in this policy are considered inappropriate, then prosecution may result. This formal prosecution action will be, in the first instance, to seek summary conviction in the Magistrates' Court, or Crown Court, following which formal prosecution action may be

commenced to seek an injunction in a higher Court if necessary. As an alternative a caution alone may be administered by the courts.

How can I appeal against enforcement action?

Those affected by enforcement decisions have a right of appeal to the Regulator, Tribunal or Court. Appeals must be made within a certain time – usually 21 days. We will set out these rights in writing at the same time that we act or serve notice.

You can also ask to discuss the matter with the Building Control Inspector or their Team Leader and /or, the Building Control Manager, or you can make a formal complaint against the service.

Competency and duty holders

The Building Regulations etc. (Amendment) (England Regulations 2023. (Applies to England and Wales in Law for jurisdiction purposes, but only to England for practical purposes at the time of writing) consider in Part 2A: chapters 1 to 5 and Regulation 11A to 11O provides details on the subject of duty holders and competence.

A lack of demonstrable competence is therefore a breach of the Building Regulations. However, the circular letter issued by the Department of Levelling up, Housing & Communities (DLUHC) on the 31st October 2023, clarifies the connection between competency and compliance as follows:

“Anyone undertaking design work or building work will need to plan, manage, and monitor the work to ensure that it complies with all relevant requirements. When carrying out design work the designer or the principal designer, will be required to take all reasonable steps to ensure that the design is such that if the building work to which the design relates were built in accordance with that design the building work would comply with all relevant requirements, and when carrying out building work, the contractor or principal contractor, will need to ensure the building work they carry out is in compliance with all relevant requirements.”

As such there is not an expectation that proactive inspections of the duty holder and competence regime will be necessary when the work is compliant. However, when there is a failure to comply with the building regulations the duty holder and competence regulations will enable the building control authority (BCA) to track back through the design and building process for the project for each of the relevant duty holders and take appropriate action for non-compliance as appropriate.

Building Control will consider the following factors when deciding whether to prosecute:

- The role of the client, (domestic or otherwise) Principal designer and /or Principal contractor both before work starts and as work progresses.
- The seriousness and effect of the offence.
- The foreseeability of the offence, or the circumstances leading to it.
- The intent of the offender.
- The skills, knowledge, and experience of the person(s) carrying out the work where there is a suspicion of failing or evidence of non-compliance with the building regulations.
- The history of offending.
- The deterrent effect of a prosecution, on the offender and others.
- Whether there is enough evidence to prove the offence.

Table 1. Enforcement powers for Building Control Authorities (BSR and LAs)

Offence	Scope of Power	Penalty	Reference	Applicable to Wales at this time ¹
Providing false or misleading information to BSR.	Criminal Offence. Triable as an either way offence.	Unlimited fine, 1 year imprisonment (Magistrates) or 2 years imprisonment. (Crown)	Section 24 BSA22	N
Contravention of building regulations.	Criminal offence, triable as an either way offence, no time limit to prosecute in England.	Unlimited fine and a fine for each day the contravention continues. (Currently £200)	Section 35 BA84	N
	(N.B. In Wales the current time period is two years, S35A(1)(a)(b) BA84, subject to maximum of 6 months from date of obtaining sufficient evidence to bring prosecution.)	1 year imprisonment (Magistrates) 2 years imprisonment. (Crown)	Section 35 (4) BA84	N
Contravention of the building regulations.	Compliance notice, must be served within 12 months of the offence.	Unlimited fine, 1 year imprisonment (Magistrates) 2 years imprisonment. (Crown)	Section 35B BA84	N
Contravention of the building regulations.	Stop notice.	If a stop notice is ignored than an unlimited fine, 1 year imprisonment (Magistrates) 2 years imprisonment. (Crown)	Section 35C BA84	N
Failure to comply with compliance and stop notice.	Criminal offence.	Unlimited fine, 1 year imprisonment (Magistrates) 2 years imprisonment. (Crown)	Section 35B&C BA84	N
Removal of offending work.	Time limit S36 (4), 10 years in England.	Notice to remove contravening work.	Section 36 BA84.	N
	(N.B currently 12 months in Wales)			

Table 1, for England taken from BSR strategic overview (August 23)

¹At the time of writing the Welsh Government is developing the regulations and this policy will be updated accordingly once those regulations are laid.

Timescales

The amendments by virtue of the BSA 22 and the BA84 have changed the original time limits, and the table below provides all the provisions on this topic from 2008 onwards. S 35A was initially introduced by the Climate Change and Sustainable Energy Act 2006 - for Part L and came in on the 21st August 2006.

The extension of the prosecutions time limits to all provisions of the Building Regulations, was provided for in the Housing and Regeneration Bill which became law on 22nd July 2008, with the publication of the Housing and Regeneration Act 2008 (c17) (H&RA08). Within the H&RA08 S 317 amended S 35A of the Building Act to allow any contravention of Building Regulations to enjoy the same time limit freedoms as those introduced for energy conservation offences.

However, S 317 of the H&RA08 did not come into force automatically and was, by virtue of S 325, to be introduced on such a day appointed by the Secretary of State.

On 9th September 2008, in a circular letter (CI/43/19/1) to all Building Control Bodies throughout England and Wales, the Secretary of State confirmed – thereby appointing – the date when S 317 of the H&RA08 was to come into force – this being 22 September 2008.

Table 2 timescales of offences

Date of offence under section 35	Provisions to which section 35 applies breached	Time limit for bringing prosecution
Before 6 April 2008	All provisions	Six months
6 April 2008 to 21 September 2008.	Provisions designated by regulation 22A.	Two years, subject to maximum of 6 months from date of obtaining sufficient evidence to bring prosecution.
6 April 2008 to 21 September 2008.	Provisions not designated by regulation 22A.	Six months.
From 22 September 2008 to 30 th September 2023.	All provisions (as introduced by S317 of the H&RA08 above).	Two years, subject to maximum of 6 months from date of obtaining sufficient evidence to bring prosecution.
From 1st October 2023. England only. *(see transitional provisions 2023 No.993 (C.59) Regulation 7.	All provisions (see sections below for relevant provisions for S35 breaches and procedural items that are not a matter for S35).	Unlimited by amendment to the BA84 by S39 BSA2022 (in England).

Section 35 Breach of Building Regulations and related Compliance and Stop notices. (Applicable to England)

*Any breach that has had information laid before a magistrate’s court prior to the 1st of October 2023 (S35) or a notice served (S36) will have to abide by the powers and time limits applicable at that time. All the new powers became available on 1 October 2023 for all projects (The date of the offence is considered to be applicable from the 1st of October 2023 and would include building work that started under the pre-1 October 2023 system). LABC teams should consult with their own legal teams on a case-by-case basis.

Retroactive use of S35 and S36

All the new powers became available on 1 October 2023 for all projects (The date of the offence is applicable from the 1st of October 2023 and would include building work that started under the pre-1 October 2023 system).

Not only does the BA84 consider S 35- 35C in terms of breaches, the Building Regulations 2010 (as amended to include the 2023 amendments from the 1st of October 2023), also contain regulation 47 to 47H as follows:

- Regulations 47 and 47A, provisions that do not apply to S35 and are excluded from Compliance Notices.
- Regulation 47 B- Compliance Notices: contents.
- Regulation 47C- Stop Notices: contents.
- Regulation 47D - Compliance and stop notices: giving of notices and notification to others.
- Regulation 47E Compliance and Stop Notices: withdrawal by BCA.
- Regulation 47F- Appeal to the First tier Tribunal¹ in relation to a compliance notice or stop notice.
- Regulation 47G- Application to the First-tier Tribunal in relation to extension of the specified period in a compliance notice.
- Regulation 47H- Application to the First-tier Tribunal for a direction in relation to a stop notice.

¹Note: in Wales, the application/appeal will be to the magistrates' court and not the first-tier tribunal once those regulations are laid.

Compliance Notices and Stop Notices

The BSA 22 enables local authorities and the Regulator to issue compliance and stop notices where building regulations have been breached. Compliance notices will require specified remedial action by a set date.

Stop notices can only be issued in certain situations. These are:

- that carrying out work would contravene certain prescribed building regulations.
- an existing compliance notice has not been complied with, or
- works carried out that contravene regulations and could potentially cause a risk of serious harm.

The stop notice will require work to be stopped altogether until remedial action has been taken.

A compliance notice or stop notice must relate to no more than one contravention or likely contravention of building regulations, or a requirement imposed under building regulations. This is so that it is clear to the duty holder the exact nature of the contravention and what law has been breached.

Separate notices will apply to specific contraventions relating to the relevant building regulation, and, as such, will require bespoke remedies and compliance periods. This approach provides clarity about what is required from the developer and allows flexibility in managing the construction of complex sites.

The BCA will also take all reasonable steps to notify:

- The client, Principal Contractor (or sole contractor), Principal Designer (or sole lead designer).
- The enforcing authority, where the contravention relates to Part B and the building is one to which the Regulatory Reform Fire Safety Order 2005 applies.
- If the client is a private registered provider of social housing or, in relation to refurbishment work, is either a private or public registered provider of social housing, the regulator for Social Housing.
- Where the client is a landlord in relation to any dwelling contained in the building, the local housing authority for the area in which the building is located.

There are separate types of notice under each section as follows:

- S35B2A - Compliance Notice; a notice requiring the recipient to take specified steps within a specified period or;
- S35B2B – Compliance Notice; a notice requiring the recipient to remedy the contravention or the matters giving rise to it within a specified period without describing what must be done to remedy the work or to avoid the contravention occurring.
- S35C1A- Stop Notice; the carrying out of the work would contravene a provision of building regulations prescribed (currently applies to HRBs by way of The Building (Higher-Risk Buildings Procedures) (England) Regulations 2023, S61.
- S35C1B- Stop Notice; a compliance notice relating to the work has been contravened (N.B, cannot be met prior to 1st October 2023 as it references compliance notices which can only be used from 1st October 2023.) or

- S35C1C- Stop Notice; the work contravenes a provision of building regulations, or a requirement imposed by virtue of such a provision, and the risk of serious harm condition is met, in that the use of the building in question, without the contravention having been remedied, would be likely to present a risk of serious harm to people in or about the building. (N.B can be used if the criteria is met on/after 1st October 2023 for any building work (regardless of when it started).

There are also powers relating to S35B and 35C where an injunction can be considered by the authority on application to the court in S36 (6) of the BA84.

Application of Section 36 BA84

Where the solution is to alter or remove a contravention then the specified time limit will run from when the contravention occurred. As such, to remove a Building Regulation contravention, by way of the service of an enforcement notice by the application of S36 of the BA84, this is 10 years by reference to S39 of the BSA 2022.

The use of S36 notices should only be used where a serious contravention occurs and there is an intention that the Council intends for it to be removed.

Case law suggests that having served a S36 notice within the required time period, (i.e. 12 months at that time) the Council has an infinite period of time in which to enforce the notice (Bello v London Borough of Lewisham [2003] EWCA Civ 353).

As such it was held that there was no time limit by which a Local Authority must use its powers under S36 of the BA84. In the case in question the Council enforced the removal of a contravention some 12 years after the service of the original notice.

As such the Council will, in all cases where it considers the contravention of Building Regulations to be justifiably serious enough to warrant the application of S36, serve a notice on the owner of the building and have the details of the notice included on the Land Charges register for the property. The LA will also consider their obligations in the following sections of the BA84:

- Section 94, Service of documents.
- Section 106, Compensation for damage.
- Section 114, Action by the court for continuing offences.

The Council will then make all reasonable attempts to require the owner to remove the contravention themselves.

Should powers of persuasion fail then the Council may remove or alter the work and recover those reasonable expenses in doing so, by reference to S36(3) of the BA84. Albeit the person to whom a S36 notice has been served can obtain a report challenging the notice by way of S37 of the BA84.

An appeal against the service of a S36 notice can also be made as reference to S40 of the BA84.

An appeal to the court¹ or tribunal is considered by S102 of the BA84.

There are also powers, where an injunction can be considered by the authority on application to the court, in S 36 (6) of the BA84.

Section 95 Inspection of premises and powers of entry

As a part of its normal routine, evidence will normally be gathered through the process of notified inspections for Building Regulations matters.

Where a matter is by way of complaint, inspectors will make all reasonable attempts to gain entry to a property to carry out an inspection by way of invitation by the owner/occupier. However, where the matter is considered to be serious or access is being unreasonably withheld, inspectors have the authority to enter premises (other than a premises used wholly or mainly as a private dwelling, where a warrant is

required. (N.B. Applies to England not Wales at this time) at reasonable hours – unless the matter relates to a dangerous building and/or emergency measures are necessary outside normal working hours.

¹Note: in Wales, the application/appeal will be to the Magistrates' court and not the first-tier tribunal once those regulations are laid.

S95 BA84, Failure to allow entry to an authorised Inspector will result in a warrant being obtained from a Magistrate and the warrant will be used and entry gained – by force if necessary and accompanied by the Police.

Building Control Inspectors should carry photographic identification badges, which will be displayed on request.

Building Control will, in the application of gathering evidence and inspecting any allegation of an offence or dangerous and dilapidated building, have regard to and apply the principles set out in the Home Office publication: Code of Practice – Powers of Entry (December 2014).

Evidence gathering Witness Statements and PACE

Where serious breaches of the building regulations are found then LAs will seek advice from legal teams. They will help advise on matters such as the Criminal Procedure Rules 2020 and witness statements, gathering technical and procedural evidence, the use of PACE (S67 {9}) to interview and evidence the case, the disclosure of evidence and the use of the Code for Crown prosecutors.

AI/RBCA Compliance

The private sector also has an important role in terms of compliance. Whilst they do not have formal enforcement powers, they identify non-compliance and will seek to resolve these as far as practicably possible. The RBCA may serve a notice of contravention on the client under Regulation 18 of the Building (Approved Inspectors etc.) Regulations 2010 (as amended), which may specify the areas of non-compliance.

There are cases where applications will be formally reverted to a LA for enforcement action. Reversions and Regularisations are separate types of applications, and it may be that enforcement action is necessary.

If a project has had a final certificate issued to the LA and the LA becomes aware of non-compliance post completion, then there are powers available under S57 of the BA84.

The timescales for a Local Authority to take formal enforcement action starts from the date that the IN ceased to be in force.

If a plans certificate has been issued to the LA then that considers the limitations of powers where work has been carried out in accordance with that plan certificate as outlined in S15 of the AI regs 2010.

Action by a Local Authority post completion

Clearly once the completion/ final certificate is given by a BCB then it is evidence but not conclusive evidence. So, the LA can and should investigate any report of a non-compliance in terms of S35 and S36, and if not, under s36(6), default powers, if the matter is so serious as to warrant injunction.

Service of Building Control enforcement notices

All Building Control enforcement notices will, except notices in relation to actions carried out to deal with emergency measures for a dangerous building – by virtue of S78 of the BA84, include information regarding

rights of appeal and appropriate time limits to make any such appeal. Reference is also made to S78 (5) & (6) in terms of the correct use of the emergency powers and the consideration of related expenses.

In most cases notices will be served on the owner as identified by reference to the most up-to-date records held by the Land Registry, or where an owner cannot be identified notices will be served by addressing them to – “The Owner(s) and/or Occupier(s)” and posted or affixed to the property in question.

Where the owner is a business, the notice will be addressed to the Company Secretary.

The council will, as far as it is practical to do so, make reasonable enquiries about the name and address of the owner and address any notice accordingly.

Notices will, in most cases, be delivered by Inspectors to the owner’s address – where this is within the authority boundary. In some cases, recorded or registered mail will be used.

Where notices etc. are delivered by hand these will be confirmed by reference to a certificate of service, signed by the Inspector concerned and, where possible, accompanied by a dated photograph of the place where the notice etc. was addressed, e.g.: house number and post/letter box.

Dangerous or dilapidated buildings – S77, S78 and S79, BA84

In some instances, there might not be the time available to make enquiries about ownership where the nature of an incident, such as a severely dangerous building occurs. In these cases, simple enquiries about ownership will still be made but, if these come to no avail, Inspectors are authorised to take appropriate action under S 78 of the Building Act 1984 to remove any immediate danger.

Following any action under S78 full enquiries will be undertaken as soon as it is practical to do so and a notice then served on the owner as indicated on the Land Registry records.

Where a danger constitutes, for example a loose balustrade, a non-complaint cladding system, an extended travel distance in an existing/new or extended building the use of S77 BA84, by application to the court, can also be considered.

A LA also has powers in regard to S79 BA84. Where buildings are dilapidated and causing a serious detriment to the amenities of the neighbourhood, the LA may by notice require the owner to make good the amenity.

A notice requiring work to be carried out under the above sections can be appealed by reference to S102 of the BA84.

Recovery of reasonable costs incurred to enforce a notice.

Where the council incurs any costs or charges to enforce a notice in default, (related to sections 35B,35C,36,76,78,79 or 82) then this will be recovered from the owner or placed as a specific financial charge on the Land Charges register.

Charges not paid in good time will accrue compound interest and it is in the interest of property owners to resolve any outstanding debt(s) made against the property, as quickly as possible.

Anyone purchasing a property after a notice has been served, and after costs have been incurred for the enforcement of a notice, may become responsible for the debt and noncompliance.

Debts left unpaid for any length of time may result in the council seeking a County Court Judgment or even seizing the property and selling it at auction, as an enforced sale, under the Law of Property Act 1985, to recover all or part of the debt.

Examples of costs might include (the list is not exhaustive):

- Council staff time in dealing with the matter.
- Contractor charges – labour, materials, plant & equipment.
- Professional advisor(s) charges.
- Legal charges.
- Court costs.

You can find more information or receive a copy of the Policy from the Local Authority Building Control Team.

Accountability

When delivering this enforcement policy, we will remain independent in our decision making and accountable for our actions. We will strive to provide effective consultation and remain cooperative in our relationships with people when undertaking enforcement.

Alternative formats

If you would like a copy of this Policy to be provided in another format (for example large type, Braille, or audio recording) please contact your LABC team.

Where can I complain about this Policy?

If your concern is with the way in which the Council has handled your case, you can complain using the Council's complaints system.

If your complaint is that you have suffered injustice as a result of maladministration, you can ask for your case to be investigated by the Local Government Ombudsman. The Ombudsman is independent from the Council. Whilst they cannot set aside a decision of the Council, they can make recommendations and can, where they find that it is appropriate, recommend that the Council pays compensation where they determine that the complaint is justified. The Ombudsman will expect you to have used the Council's own complaints system before they will investigate a complaint.



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