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# BCA accreditation scheme checklist

## Regulation 7(2)(g): Receiving and managing inquiries

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

#### Customer inquiries

The BCA:

enables customers to make inquiries (and ask questions)

responds to inquiries in an appropriate way and timeframe

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

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

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

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