

Complaints Handling Procedure

- 1) If you have any questions or concerns regarding our service or about a survey you have received please contact your surveyor directly as soon as possible, either by telephone or email. Your surveyor will respond within 2 working days to discuss your concerns.
- 2) If following your initial contact with your surveyor you are still dissatisfied please email or write to us stating that you wish to make a written complaint. Once we have received your written complaint, we will contact you in writing within seven days. Initially we will give you our understanding of your case and invite you to make any further written comments that you may have in relation to this.
- 3) Usually within a further fourteen days of receipt of your written comments, the surveyor will write to you, to inform you of the outcome of their investigation into your complaint and to let you know what action has been taken or will be taken and when.
- 4) If the complaint has still not been resolved to your satisfaction then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:-

Centre of Effective Dispute Resolution

70 Fleet St, London, EC4Y 1EU

020 7536 6000