

Complaints Handling Procedure

This note sets out our Complaints Handling Procedure (CHP) that we will follow when dealing with any potential complaint.

Customer Complaints Handling Procedure

1. If you have initially made your complaint verbally - whether face-to-face or on the phone - and are unhappy with the response/ action, please also make the complaint in writing, addressed directly to your Chartered Surveyor.
2. Once the Chartered Surveyor has received your written complaint, they will contact you in writing usually within fourteen days. Initially the Chartered Surveyor will give you their understanding of your case and invite you to make any further written comments that you may have in relation to this. The Chartered Surveyor and/or arbitrator reserves the right to visit the property.
3. Usually within a further fourteen days of receipt of your written comments, the Chartered Surveyor will write to you, to inform you of the outcome of their investigation into your complaint and to let you know of what action has been taken or will be take and when.
4. If you are dissatisfied with any aspect of the handling of your complaint or the outcome of the internal investigation, an independent arbitrator and/ or senior Chartered Surveyor will be appointed to conduct a separate review of your complaint and contact you usually within fourteen days to inform you of the conclusion of this review.
5. If you or your Chartered Surveyor remain dissatisfied with any aspect of the handling of the complaint, our proceed is to (with agreement from you and your Chartered Surveyor) go to mediation according to either the Centre for Dispute Resolution (CEDR) or the mediation process run by the Royal Institution of Chartered Surveyors (RICS).
6. If you are unhappy with the result of any of the above, you can refer your complaint to the Surveyors Arbitration Scheme if it falls within the scope of its Scheme. This scheme is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services from whom you can obtain details.

Non Customer Complaints Handling Procedure

Sometimes there is cause for complaint from people that are not directly contracted to us; we look to follow a similar process to the procedure for our clients however we must advise that costs associated and time spent handling a complaint we will look to re-charge.