

COMPLAINTS HANDLING PROCEDURE

Guidance for clients

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

**Mark James Keightley MRICS, Queensway House, 57 Livery Street,
Birmingham, B3 1HA (0121 212 1701)**
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within 7 (seven) days to inform you of our understanding of the circumstances leading to the complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 21 (twenty-one) days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you remain dissatisfied with any aspect of our handling of your complaint. Then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with The Surveyors Ombudsman Service on behalf of a consumer/member of the public or the Surveyors Arbitration Scheme for business to business, details of which are listed below:

Surveyors Ombudsman Service

PO Box 1021
Warrington
WA4 9FE

T: 0845 050 8181 **F:** 0845 051 1213
T: 01925 530 270 **F:** 01925 530 271
E: enquires@surveyors-ombudsman.org.uk
W: www.surveyors-ombudsman.org.uk

Surveyors Arbitration Scheme

Chartered Institute of Arbitrators
Dispute Resolution Services
24 Angel Gate
City Road
London EC1V 2PT

T: 020 7520 3800
F: 020 7520 3828
E: info@idrd.ltd.uk
W: www.idrs.ltd.uk