



### **Complaints Handling Procedure**

We regret that you have had cause to make a complaint and have implemented the following complaints procedure to help us resolve your grievance and work towards continually improving our professional services.

#### **What is the Complaints Handling Procedure?**

The Complaints Handling Procedure (CHP) is available to any valid complainant (to whom the firm owes a duty of care) who has an expression of dissatisfaction with the service that they have received.

#### **How does the Complaints Handling Procedure work?**

1. Any complaint should be addressed in the first instance to Kevin Burree, director.
2. If you have initially made your complaint verbally whether face-to-face or on the telephone please also make it in writing to Kevin Burree, Mulberry Rural, 6 Miller Drive, Winnersh, Wokingham, Berkshire RG41 5RP.
4. Once we have received your written complaint, we will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
5. Within twenty-one days of receipt of your written summary, we will write to you to inform you of the outcome of our internal investigation into your complaint and to let you know what actions we have taken or will take.
6. If you remain dissatisfied with any aspect of our internal handling of your complaint and/or review, then the second stage of the procedure is to refer the complaint to an independent third party whose details are set out below. These selected bodies are approved by the Royal Institution of Chartered Surveyors Regulatory Board and have the authority to award redress.

## **Independent Third Parties For Dispute Resolution**

### **Complaints relating to estate agency**

In the event of a complaint for consumer facing surveying services the matter will be referred to the Centre For Effective Dispute Resolution whose contact details are set out below.

The Property Ombudsman  
Milford House  
43 - 55 Milford Street  
Salisbury  
Wiltshire SP1 2BP

Tel: +44 (0) 1722 333306  
E mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

### **Complaints relating to surveying services**

In the event of a complaint for consumer facing surveying services the matter will be referred to the Centre For Effective Dispute Resolution whose contact details are set out below.

Centre For Effective Dispute Resolution (CEDR)  
International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU  
United Kingdom

Tel: +44 (0)20 7536 6000  
Fax: +44 (0)20 7536 6001  
Email: [info@cedr.com](mailto:info@cedr.com)

The Complaints Log does not show any recorded complaints since the business commenced trading on 6<sup>th</sup> June 2018.