

COMPLAINTS PROCEDURE

The person appointed to handle complaints is: Barry Rose.

If you have any complaint whatsoever regarding our services please do not hesitate to contact Barry Rose who will endeavour to deal with the matter immediately.

Where a complaint is made orally we may request that you submit written details so that we can investigate and follow up any complaint without delay.

Upon receipt of written details we will respond to you in writing within seven working days confirming our understanding of the circumstances leading to your complaint. We will then invite you to make any comments in relation to our written response.

Within twenty-one working days of receipt of your written details, the Partner dealing with your complaint will write to you informing you of the outcome of our investigation into your complaint and will advise what action we have taken or intend to take.

If you are dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiation.

If within a further 28 days the complaint has still not been resolved to your satisfaction, we agree that your complaint should be referred to the Surveyors Ombudsman Service, P O Box 1021, Warrington, WA4 9FE.
