

Complaints Handling Procedure

Our Complaints Handling Procedure is in three stages:-

Stage One

This provides the opportunity to have your concerns addressed by the Surveyor who will look into the issues and respond accordingly. Please raise your concerns as soon as possible with the person who undertook the work; they will then discuss and endeavour to resolve the matter within 28 days of notification. All our Surveyors carry their own independent Professional Indemnity Insurance.

If your concerns have not been satisfactorily resolved by the Surveyor at Stage One, then proceed to Stage Two:

Stage Two

Please put the full details of your concerns / complaint in writing to our QA Manager, to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Ms Jan Scrine MSc ChFCIPD MCI Arb (Ret)
Pear Corner
7 Copewood Avenue
Worcester WR5 1SH
Email: qa@domesticsurveys.co.uk

We will consider your complaint in detail as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you formally within 28 days with a progress report.

If we have been unable to agree within eight weeks how to resolve the matter to your satisfaction under Stage Two, you will have the opportunity to take your complaint to Stage Three.

Stage Three

You should raise your complaint with an independent redress provider as detailed below:-

Mediation / Arbitration:

The Chartered Institute of Arbitrators
12 Bloomsbury Square, London WC1A 2LP
t: 020 7421 7444

Ombudsman Services: Property

PO Box 1021
Warrington
WA4 9FE
t 0330 440 1634 or 01925 530 270
f 0330 440 1635 or 01925 530 271
e enquiries@os-property.org
w www.ombudsman-services.org/property.html