PGI

Complaints Handling Procedure

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

Customer Complaints Handling Procedure

1. Having initially made your complaint verbally - whether face-to-face or over the phone - and are unhappy with the response/action, please also make the complaint in writing, addressed directly to your surveyor.

2. Once the Surveyor has received your written complaint, they will contact you in writing usually within 7 working days. The surveyor will then give you their understanding of your case and invite you to provide any additional information if there is any ambiguity or lack of understanding as to the nature of your complaint.

3. On receipt of any additional information you provide, the surveyor will usually respond in writing within 14 working days. They will inform you of the outcome of their investigation into your complaint and to let you know what action has or will be taken, if necessary.

4. If you remain dissatisfied with any aspect of the handling of the complaint or the outcome, in accordance with the requirements of the Royal Institution of Chartered Surveyors (RICS) you may seek Alternative Dispute Resolution (ADR) via The Property Ombudsman.

TPO Unit 159756, PO Box 7169, Poole, BH15 9EL. 01722 333306. www.tpos.co.uk.

Regulated by RICS

The Property Ombudsman