

# Complaints handling procedure (CHP)

## Overview

- Your Local Surveyor Limited's Complaints Handling Procedure exists to enable any complaint or dispute to be resolved in good faith as quickly and as possible.
- If you have experienced any issues or are unhappy with any part of our service whether presented in person, on the telephone or in writing we are committed to treat it seriously and will always endeavour to resolve it in good faith to your complete satisfaction.
- Your Local Surveyor Limited is regulated by the Royal Institute of Chartered Surveyors (RICS) and as such operates this complaint handling procedure; although nothing shall prevent you from contacting RICS Regulation at any time.

## RICS REGULATIONS RULE 7 - COMPLAINTS HANDLING PROCEDURE

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 each of our offices to deal with complaints, and you should not hesitate to contact the relevant names contact of the firm as shown below:
  - Clair Westwood 01283 260620

### Note:

*Should your complaint be against the relevant persons above, please contact our head office on 01283260620*

2. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it. Please see our form below for your convenience.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, the person dealing with your complaint will write to you, to inform you of the outcome of his investigation and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, you should write to our Managing Director, Clair Westwood at the Ashby address shown above. She will conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.

6. In addition to our Complaints Handling Procedure we operate the following redress mechanisms approved by RICS.

If you are still unhappy with the result of any of the above, you may refer your complaint to the following bodies:

## Stage 2

If we are unable to agree on how to resolve your complaint, then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board.

We have chosen to use the following redress provider:

The Commercial and Consumer Dispute Resolution:

[www.cedr.com](http://www.cedr.com)

Contact CEDR

Head office:

Centre for Effective Dispute Resolution

International Dispute Resolution Centre

70 Fleet Street

London

Your Local Surveyor Limited UK Company Registration Number: 08031703

Registered Address: Lonsdale House, High St, Lutterworth LE17 4AD

Company Registration Number 10946968 | VAT Number 277904562

The Old Bank, Kilwardby St, Ashby-de-la-Zouch LE65 2FR

Head Office: +44(0)1283 260620

If at any time you are not satisfied with the outcome of our investigations, you also could take your complaint to RICS Regulation who will have to investigate the complaint

**Your Local Surveyor Limited**

The Old Bank

Kilwardby St

Ashby-de-la-Zouch

LE65 2FR

Head Office: +44(0)1283 260620

E: clair@your-local-surveyor.uk

W: www.your-local-surveyor.uk

## Query/Complaint details

Client's Name			
Contact number			
Email			
Address			
Reference number			
Property address			
Service purchased			
Date report was carried out			
Please describe the nature of your complaint:			
Please describe your desired outcome:			
Supporting Documentation provided (Please include with your complaint as required).	Survey Report Images of stated defects Email correspondence  Other		
<b>Client Signature</b>		<b>Date submitted</b>	
<b>Office use only</b>			
Colleague handling complaint		Date received	
Resolution/Notes/Outcome and prevention for future:			

