

Martin Diplock Chartered Surveyors

COMPLAINTS PROCEDURE

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

Please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person, Martin Diplock F.R.I.C.S.
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within three working days to acknowledge receipt and enclose a copy of this procedure.
4. Within fifteen working days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint, and to let you know what actions have been or will be taken.
5. If you remain dissatisfied with any aspect of our handling of your complaints, you can then contact one of the following to request an independent review:
 - 5.1 The Property Ombudsman
Milford House, 43-55 Milford Street, Salisbury SP1 2BP
Tel: 01722 333 306
www.tpos.co.uk
Please note the following:
You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.
 - 5.2 RICS Dispute Resolutions Service
Surveyors Court, Westwood Way, Coventry CV4 8JE
Tel: 0207 334 3806
www.rics.org/drs
 - 5.3 The Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street, London EC47 1EU
Tel: 0207 536 6000
www.cedr.com

We trust that this adequately confirms how your complaint will be treated under the guidelines set out by the Royal Institution of Chartered Surveyors. If you have any further queries please do not hesitate to contact us.