

PROCEDURE FOR HANDLING COMPLAINTS

If a client of C W H Surveyors LLP (also t/a Newton Fallowell Surveyors) has any complaint concerning the Partnership, the following procedure will be followed in accordance with RICS regulations.

Stage One

A Partner of the LLP has been appointed to deal with the complaint. Details are set out below:

James K Glover, BSc (Hons) MRICS
Unit One, Hill Court
Turnpike Close, Grantham
Lincolnshire, NG31 7XY

Telephone: 01476 584 190
james.glover@cwhsurveyors.co.uk

If your complaint involves the person named above, then it will be dealt with by another Partner of the LLP.

Where the complaint is initially made orally (either face to face or by telephone), you will be requested to send a written summary (hard copy or email) of your complaint to the person dealing with it.

Once we have received your written summary of the complaint, we will contact you in writing within seven days acknowledging this and to inform you of our understanding of the circumstances leading to your complaint. We may request a re-inspection of the property if relevant to the complaint.

Within twenty-eight days of receipt of your written summary or the re-inspection, the person dealing with your complaint will write to you, in order to inform you of the outcome (or an update) of our investigations and to let you know what actions have been or will be taken. If you are happy with this outcome, the matter will conclude.

Stage Two

If you remain dissatisfied with any aspect of our handling of your complaint, then you will have the opportunity to take your complaint to the independent third-party redress mechanism as stated below:

CEDR - Centre for Effective Dispute Resolution
Juxon House
100 St Paul's Churchyard
London
EC4M 8BU
United Kingdom

Telephone: 020 7536 6000 **Email:** info@cedr.com **Website:** www.cedr.com

Your local specialist in residential surveys and valuations

Registered in England No. GB OC381579

Partners: D.R. Hall Property Ltd. James Glover Ltd. R Girdwood Surveying Services Ltd.

Registered office: Unit One, Hill Court, Turnpike Close, Grantham, Lincolnshire NG31 7XY