



BUILDING CONSULTANCY

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a 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 Ombudsman Services to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within five working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will be dealt with by one of the directors who will review your file and speak to the member of staff who dealt with you.
- A formal written outcome of our investigation will be sent to you within 15 working days of confirming our viewpoint on the matter. If the complaint requires a visit to the property the response will be within 15 working days of the site visit.

If you remain dissatisfied, you can then contact Centre for Effective Dispute Resolution (CEDR) to request an independent review:

Centre for Effective Dispute Resolution

70 Fleet Street

London

EC4Y 1EU

United Kingdom

Tel: +44 (0)20 7536 6000

Fax: +44 (0)20 7536 6001

Email: info@cedr.com

<https://www.cedr.com/>

Please note the following:

You will need to submit your complaint to Ombudsman Services within 12 months of receiving our final letter, including any evidence to support your case.

The CEDR requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.