

COMPLAINTS HANDLING PROCEDURE

KEYGROVE COMPLAINTS HANDLING PROCEDURE

This note sets out the procedure we will follow in dealing with any complaint:

- (1) We have appointed ANDREW HANCOCK **Director, Direct Line: 023 8083 5963, Mobile: 07469 851561** to deal with your complaint. If you have a question or if you would like to make a complaint, please do not hesitate to contact him.
- (2) If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed PERSONAL to Andrew Hancock, Keygrove Chartered Surveyors, Harbour Lights, Maritime Walk, Ocean Village, Southampton, SO14 3TL at the above address. Or email aih@keygrove.com This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
- (3) Once we have received your written complaint Andrew Hancock will contact you in writing within seven days to give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
- (4) We will consider your complaint as quickly as possible. We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint, within 28 days. We will try to resolve the complaint to your satisfaction and if you are happy with the outcome of our investigation the matter will conclude.
- (5) If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation you have further redress as follows:

IF YOU ARE A BUSINESS:

The RICS Dispute Resolution Service (DRS) provides services to resolve disputes in land, property and construction. The contact details are: www.rics.org/drs or at RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry, CV4 8JE.

Telephone: 020 7334 3806 **Email:** drs@rics.org

IF YOU ARE AN INDIVIDUAL RATHER THAN A BUSINESS:

For all other Surveying Services you may refer to The Centre for Effective Dispute Resolution (CEDR), 4th Floor, 70 Fleet Street, London EC4Y 1EU

Tel: 0207 536 6116 Email: applications@cedr.com Website: www.cedr.com

Keygrove Chartered Surveyors, Harbour Lights, Maritime Walk, Ocean Village, Southampton SO14 3TL
Regulated by RICS

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