

## COMPLAINTS HANDLING 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.

Accordingly, if you wish to make a formal complaint or express any dissatisfaction against an employee or Director of ARC Surveyors Limited (the Firm), please follow the procedure stated below.

- 1.) In the first instance, please write to Adrian L Robinson at ARC Surveyors Limited the Cedar Office, 5 Thackholme Worcester WR4 0RZ setting out the nature of your complaint or dissatisfaction. Please mark your envelope 'Private & Confidential'.
- 2.) The Firm guarantees to provide you with the Firm's acknowledgement within three working days of receiving it and will enclose a copy of this procedure. At this stage the Firm will provide you with its understanding of your complaint and will invite you to make any further comments you feel may be appropriate at that stage. The Firm will also seek confirmation from you that the Firm's understanding of the nature and details of your complaint is correct.
- 3.) Adrian L Robinson will fully investigate your complaint on behalf of ARC Surveyors Limited and shall make every effort to try and resolve your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending our acknowledgement letter. If you are content with the outcome of this stage of investigation, then the matter will conclude. If, at this stage, you are still not satisfied, you should contact Adrian L Robinson again and we will arrange for a separate review to take place by a senior member of staff. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- 4.) In respect of Consumer Client complaints relating to Residential Agency, Lettings and Management of residential property if you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

**For Consumer Clients in respect of Residential Agency, Lettings and Management, complaints should be directed to: -**

The Property Ombudsman

It should be noted that there is no charge for the use of this service. The Property Ombudsman (TPO) provides consumers with a free, impartial and independent alternative dispute resolution service.

The Property Ombudsman Limited  
Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Complaint Enquiries: 01722 33330  
<https://www.tpos.co.uk/>

Email: [admin@tpos.co.uk](mailto:admin@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 these in-house complaints procedure, before being submitted for an independent review.

- 5.) For all other complaints if after concluding points 1 to 3 above you remain dissatisfied with the outcome then you should refer your complaint to the relevant RICS approved independent redress scheme, the contact detail of which are given below.

**For all other consumer-facing surveying services outside of residential agency apply to: -**

The Centre for Effective Dispute Resolution (CEDR). CEDR, 70 Fleet Street, London, EC4Y 1EU, UK

Tel: +44 (0)20 7536 6000  
Fax: +44 (0)20 7536 6001  
Email: [info@cedr.com](mailto:info@cedr.com)  
<https://www.cedr.com/contact/>

**For Commercial Clients contact: -**

Dispute Resolution Service  
Royal Institution of Chartered Surveyors  
RICS HQ  
Parliament Square  
London  
SW1P 3AD

t +44 (0)870 333 1600  
f +44 (0)20 7334 3811  
email [contactrics@rics.org](mailto:contactrics@rics.org)