

COMPLAINTS HANDLING PROCEDURE

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

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Mr T N Shobrook, B.Sc., F.R.I.C.S., Shobrook & Co. Limited,
20 Western Approach, Plymouth PL1 1 T
Telephone: (01752) 663341. FAX (01752) 255157

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 seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty one 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 are dissatisfied with any aspect of our handling of your complaint, you should contact Mr N J Holman, F.R.I.C.S., Messrs Vickery Holman, 26 Lockyer Street, Plymouth PL1 2QW. Telephone (01752) 261811, who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.
6. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors Ombudsman Service in respect of consumers or to the Surveyors Arbitration Scheme in respect of persons or organisations in a business capacity