

Complaints Handling Procedure – PSC Surveys & Consulting, Clocktower Surveys

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

Stage 1

1. A person has been appointed for our offices to deal with complaints, and you should not hesitate to contact the relevant person.

Details are set out as follows: **Philip N R Smith MRICS MSc (Hons) BA (Hons) PGCE**

2. Where your complaint is initially made orally, you are requested to send a written summary of your complaint to the person named above and to discuss any further questions we have about the complaint by telephone or video conference.

3. Once we have received your written summary of the complaint and completed any further enquiries, we will contact you in writing within seven days to acknowledge receipt of your written summary of complaint.

4. As part of the resolution process, you are requested to speak with us (orally), so that both parties have the opportunity to put forward questions to fully understand or clarify the scope of complaint and to explore reasonable resolutions.

5. Within thirty days of receipt of your written summary, Philip Smith will give full consideration of your complaint on behalf of the firm. Philip Smith will try discuss any points which are unclear, seek to clarify any misunderstandings or ambiguity and resolve the complaint to your satisfaction and will then 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.

If you are happy with the outcome of the proposed resolution, the matter will conclude. If you remain dissatisfied with any aspect of our handling of your complaints, then you may apply to the **RICS' Independent Adjudication Service** which is managed by the **Centre for Effective Dispute Resolution (CEDR)**.

You may also apply after eight weeks if matters are not resolved within that time.

Decisions under the Scheme are taken by independent adjudicators appointed by CEDR to decide on the outcome of disputes dealt with under the Scheme. An adjudicator appointed under these Rules will make a decision on the dispute by considering the information and evidence received from the customer and the company, as well as the relevant law.