

COMPLAINTS HANDLING PROCEDURE – SURVEYING SERVICES

Spencer Architecture Limited (SAL) is regulated by the RICS for Surveying Services.

Whilst every effort is made to deal with all instructions professionally and promptly, to meet our clients expectations, circumstances may occur that cause a client to consider they wish to make a complaint.

Under the RICS Rules of Conduct, we are required to maintain a Complaints Handling Procedure (CHP).

Where a client wishes to make a complaint, we shall provide them with a copy of this policy document.

Any client having a grievance should first approach the member of staff with their concerns. If they do not receive a suitable response to their concerns, they may make a formal complaint to our firms designated complaints handler.

Our CHP has two stages.

Stage One

Consideration of the complaint by a senior member of the firm.

Stage Two

Where the complaint is not resolved in Stage One it may be referred to an independent third party with the authority to award redress.

What to do if you have a complaint

1. Speak to the member of staff. Obtain a copy of this CHP.
2. SAL will nominate a senior member of the company as the designated complaint handler to address the complaint and provide their name and contact details.
3. Alternatively, a written complaint should be sent to the Senior Director:

Mr Clive Spencer, Spencer Architecture, Redbridge House, Water Lane, Andover Hants SP11 7PP.
4. If you have a question or if you wish to make a complaint, please do not hesitate to contact Mr Spencer in the first instance to see if the matter can be resolved without making a formal complaint.
5. Where the complaint is initially made verbally, this should be followed up in writing, addressed to the designated complaint handler, to ensure that we have fully understood the complaint and so there is a written record.

6. The designated complaint handler will give full consideration of your complaint on behalf of the firm. SAL will try to resolve the complaint to your satisfaction. If you are happy with the outcome of the investigation into your complaint, the matter will conclude.
7. SAL will deal with the complaint as quickly as possible. SAL will acknowledge the complaint within 7 days and try to respond fully within 28 days. Where SAL are not able to give you a full response, they will update you within 28 days.
8. Where SAL is not able to resolve the complaint to your satisfaction, you will have the opportunity to take the matter to Stage Two.
9. You will be notified that we have exhausted our complaints handling procedure in relation to our internal consideration of the complaint and have reached deadlock. SAL will set out the final position.
10. Where you wish to continue the complaint the matter will proceed to Stage Two. There are two different redress mechanisms.
11. Consumer Clients should forward their complaint, together with our initial response to:

Ombudsman Service (Property)

Post: Ombudsman Services: Property, PO Box 1021, Warrington. WA4 9FE

Telephone: 0330 440 1634

Consumers are entitled to free redress.

12. Commercial clients should forward details of their complaint, together with our initial response to:

RICS Dispute Resolution Service

Post: RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry, CV4 8JE

Telephone: 020 7334 3806

13. If you wish further information on these services, please contact your designated complaints handler.