



## COMPLAINTS HANDLING PROCEDURE

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: -
  - 1.1. Contact: - Mr Neil L Maloney FRICS FIRPM MEWI, Director
  - 1.2. Address: - The Boat House, Rear of 26 Rosecroft Gardens, Twickenham, Middlesex, TW2 7PZ
  - 1.3. Telephone: - 020 7183 9020
  - 1.4. Email: - [neil@myhomesurveyor.co.uk](mailto:neil@myhomesurveyor.co.uk)
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 your complaint has not been resolved to your satisfaction, we agree to the referral of your complaint to: -
  - 5.1. In the event of a Consumer Complaint
    - 5.1.1. **Centre for Effective Dispute Resolution**
      - 5.1.1.1. They can be contacted at **70 Fleet Street, London, EC4Y 1EU (Tel: 020 7536 6116)**
  - 5.2. In the event of a Commercial Complaint
    - 5.2.1. **Centre for Effective Dispute Resolution**
      - 5.2.1.1. They can be contacted at **70 Fleet Street, London, EC4Y 1EU (Tel: 020 7536 6116)**
6. Where your complaint concerns the conduct of the practice's appointed person (above), then an alternative external consultant will be appointed to review and respond to the complaint.
  - 6.1. In the first instance this will be:
    - 6.1.1. **Mr Andrew McKeer MRICS FIRPM, Director of Messrs Prior Estates Limited**
    - 6.1.2. **Leonard House, 7 Newman Road, Bromley, Kent, BR1 1RJ**
    - 6.1.3. **Telephone: - 020 8460 9690**
    - 6.1.4. **Email: - [andrewm@prioresates.co.uk](mailto:andrewm@prioresates.co.uk)**

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☎: 020 7183 9020

✉: [neil@myhomesurveyor.co.uk](mailto:neil@myhomesurveyor.co.uk)

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