

Complaints Handling Procedure

It is the aim of TBH Chartered Surveyors to provide an efficient service to its clients. However sometimes things go wrong and if you have any cause for complaint, then the following procedure will be implemented:

1. If you are not satisfied with the service you have received please contact the Practice manager. If your complaint has been made orally initially you will be asked to put the matter in writing. This will avoid any misunderstandings as to the problems you have experienced.
2. 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 unless we have agreed alternative arrangements with you. If appropriate you may be invited to make any comments you may have in relation to this.
3. Following the provision of any additional information, or possibly a re-inspection of the property, the matter will be investigated further and we will write to you within a further twenty eight days, to advise you of the outcome and let you know what actions have been or will be taken.
4. Should this not resolve your complaint, then as a private individual you can refer the matter to the Centre for Effective Dispute Resolution (CEDR). There are limitations on who may use this scheme and we would ask you to check with the service first. Their address is 100 St Paul's Churchyard, London, EC4M 8BU alternatively their website is as follows-
<https://www.cedr.com/consumer/rics/>
5. Alternatively as a business customer then you have the option to refer the matter to: The Surveyors Arbitration Scheme operated by IDRS, 24 Angel Gate, City Road, London, EC1V 2PT.