

COMPLAINTS HANDLING PROCEDURE

Our Commitment

We are committed to providing a professional service.

Where a client is dissatisfied, we aim to investigate promptly and fairly.

Stage One

Complaints must be submitted in writing by:

- Email, or
- Post

Complaints should contain:

- Property address
- Instruction reference (if known)
- Nature of complaint
- Desired outcome

Complaints should be addressed to:

Tim Voller MRICS

Director

Voller Surveying Services Ltd

Response Times

We shall:

- Acknowledge receipt within 7 working days.
- Investigate the matter.
- Provide a substantive response within 28 working days where reasonably practicable.

Stage Two

If the complainant remains dissatisfied, the complaint may be referred to an independent redress provider in accordance with the requirements of the RICS Complaints Handling Procedure.

Details of the current independent redress mechanism are available upon request.

Records

Complaint records shall be retained in accordance with applicable regulatory and insurance requirements.