

Complaints Handling Procedure

As a company we have in place a CHP, our aim is to make this as simple as possible, stage one of our complaints procedures is to give you the client an opportunity to have your issue resolved by us S & D Surveyors Ltd. If your complaint is regarding us and our services, this will be addressed by our Operations Manager and Technical Manager. If your complaint is regarding an individual, this will be addressed by the individual's manager, and the outcome given to you in writing following our internal investigations.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

S & D Surveyors Ltd
28 Thornycroft
CW7 2LR

Or via email
info@sdsurveyors.co.uk

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage Two

If your complaint is regarding our professional services and where you feel we may have failed in this which has led to financial loss, we will have to address this to our Professional Indemnity Insurers Hiscox.

Complaints Log Template

Below is a log for our complaints with guidance as to what details and how we can record the outcomes, this will be used should we not be able to resolve issues which may go to our PI Insurers Hiscox.

Information to log	Details
Complainant Details: <ul style="list-style-type: none"> • Name(s) • All available contact information (address, telephone, fax, email etc) • Any special circumstances? 	
Date complaint received	
Date complaint logged	

Logged by	
Complaint reference number	
<p>Relevant Person Details:</p> <ul style="list-style-type: none"> • Firm or individual (name of person) • Multiple complaints about the same individual? 	
<p>Details of complaint:</p> <ul style="list-style-type: none"> • Received in writing? • Description of complaint (what, where, when, who, why etc) • Has more than one complaint been received within the same area of work? 	
<p>Investigation and outcome:</p> <ul style="list-style-type: none"> • What action has been taken? • Is complainant satisfied? • Referred to independent redress? • Insurers notified? • Complainant confirmed outcome in writing? • Has or is RICS involved? 	
Action taken by firm to prevent re-occurrence and to reduce the number of complaints for that individual or that area of work	
Any other comments	