

## Ian Sayer & Co

### Complaints Procedure

We very much hope, in the event you have any reason to question our service that you approach us immediately and that we succeed in satisfying your concern promptly and comprehensively.

As a firm of Chartered Quantity Surveyors we are required by the Royal Institution of Chartered Surveyors to maintain a minimum standard procedure for complaints handling. The following complies:

1. Ian Sayer has been appointed to deal with complaints, and you should not hesitate to contact him.
2. Where your complaint is initially made orally, you may be requested to follow this up with a written summary of your complaint. Alternatively we may, with your agreement, summarise it to you in writing.
3. Once the written summary of the complaint is in being, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to the complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty one days of the written summary being received (or issued), Mr Sayer 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 you are dissatisfied with any aspect of our handling of your complaint, you should contact Christopher Burr FRICS, at Burr & Neve, 93 Springfield Road, Chelmsford, CM2 6JL, who will personally conduct a separate review of your complaint and contact you within a reasonable period to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process operated by the Royal Institution of Chartered Surveyors.
7. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators, 24 Angel Gate, City Road, London, EC1V 2RS from whom details of the Scheme may be obtained.