

# **Complaint Handling Procedure**

## **Bringing concerns to our attention**

We actively encourage customers and clients who may be unhappy with the service they have received to bring the matter to our attention as soon as possible, as agreed in per our terms (available on our website) for the service we have provided. This procedure explains how we manage complaints and provides you with contact information should you need to discuss your concerns at any stage.

## **Tell us about it**

If you are dissatisfied with any aspect of our service, please provide us with as much information as possible, including your contact details, email address, photographs, quotes, any professional reports you have obtained, or other evidence you have, and feel is relevant.

It is helpful for us to understand the issue and your expectations. This will help us review your concerns more quickly. In first instance send to:

Ava Richie

Email: [sterling.surveyors@ntlworld.com](mailto:sterling.surveyors@ntlworld.com)

## **How long will it take to investigate and respond to your complaint?**

We recognise that complaints and concerns are individual. Therefore, when we write to you as soon as possible to acknowledge your complaint and follow this up in 7 days with our initial understanding of the problem and indicative time scale to investigate it. Subject to staff availability we will also provide you with the name of the person handling your complaint.

To ensure we have all the information we need, we may ask you to provide additional information supporting your complaint, such as photographs, reports or alternative quotes for works if these have not already been supplied. If you have verbally provided your complaint to us, we will write to you to confirm and clarify our understanding to avoid any confusion.

We will write to you within four weeks to inform you of the outcome of our Stage 1 investigations and details of any proposed action to resolve your complaint or provide an update.

Inspection Assessment. In some cases where a defect, error or omission is reported, we may arrange for someone to call at property to undertake a further assessment, to help clarify the matter, which will be for our internal use only. We will advise you promptly if this becomes necessary and provide suitable notice. We would expect co-operation in this regard in order to assist resolution. It is important not to change or interfere with the issue or defect, and certainly not to try to repair the issue prior to giving us adequate opportunity to inspect and investigate the matter (if you hope to hold us responsible or in part.). As an analogy if example, if someone causes you to have a car accident one does not just go out and get our car repaired then expect to claim off other party's insurance. That would be foolish: as it would negate any chance of obtaining recompense from the other party.

## What will we do to resolve your complaint?

### 1. [Stage One]

Once we understand your concerns, we will carry out an investigation. This may include enquiries to verify information, auditing of our records and advice provided, and liaise with other parties as necessary, including to mitigate any potential loss. If considered appropriate, we may instruct an independent assessor or our insurers assessor at any stage to assist us in reaching a resolution. This is entirely at our cost and discretion.

### 2. [Stage Two]

We aim to provide a thorough response the first time; however, if you are not happy with the outcome of our Stage 1 findings, you can communicate your concerns in writing to:

Amanda Prince<sup>1</sup>, Sterling Surveyors Ltd, Solar House,  
915 High Street, 915 High Rd, North Finchley, London N12 8QJ

A separate review of the original complaint will be conducted, any additional information will be considered, and your concerns will be reviewed. A final response will then be issued, normally within 28 days, unless advised otherwise.

## What happens if we cannot reach an agreement?

### 3. [Stage Three]

However, if after we have issued our final response, you remain unhappy with the outcome of our investigations, you may escalate your concerns to RICS alternative dispute resolution provider as outlined below. This allows you, the client, to have your complaint reviewed and considered by an independent redress provider approved by RICS.

### **CEDR provides our dispute resolution service for consumer clients**

CEDR Services Ltd – (Centre for Effective Dispute Resolution)  
100 St Paul's Churchyard, London, EC4M 8BU  
E: [surveyors@cedr.com](mailto:surveyors@cedr.com) Website: [cedr.com/consumer/rics](http://cedr.com/consumer/rics)

*Our final response must be issued to you before you can refer your concerns to CEDR.* Following our final response, you have three months to refer your complaint to CEDR if necessary.

If your complaint has not been resolved and you have a commercial interest, such as a Broker or Lender, you may contact our ADR for business clients (details supplied upon request).

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<sup>1</sup> If Ms Prince is not available within required timeframe, then we may utilise another designated suitable person.