

# Complaints Handling Procedure – Surveying



*CTG Consultancy's reputation is underpinned by our commitment to delivering an excellent service to our clients. If you have a complaint to make, this note sets out the procedure to be followed in respect of our surveying services.*

- Most complaints are the result of misunderstandings. In the event of a complaint relating to a surveying matter, the first step is to contact the Partnership Secretary, at our offices at 5 Eccleston Street, London SW1W 9LY. Where the complaint is initially made orally, you will be asked to send a written summary of your complaint.
- Once the Partnership Secretary has reviewed your written summary of the complaint, we will contact you in writing within fourteen days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this. Within a further twenty one days we will advise you of the outcome of our investigation and inform you what actions have been or will be taken.
- If you are still dissatisfied, please write to the Senior Partner at 5 Eccleston Street, London SW1W 9LY setting out the reasons for your dissatisfaction.
- Within twenty one days, he will write to you to advise the outcome of his review of your complaint and to let you know what further actions have been or will be taken.
- If after this, you are a consumer and remain dissatisfied with any aspect of our handling of your complaint, it may be referred to the Ombudsman Service: Property, which is free and independent to use. They may be contacted by phone on 01925 530 270, e-mail: [enquiries@os-property.org](mailto:enquiries@os-property.org) or post: Ombudsman Service: Property, PO Box 1021, Warrington WA4 9FE.
- If you are a commercial client, the matter may be dealt with through the Neutral Evaluation Procedure for Surveying operated by the Chartered Institute of Arbitrators, Dispute Resolution Services, 12 Bloomsbury Square, London WC1A 2LP from whom details of the Scheme may be obtained.

A handwritten signature in black ink, appearing to read 'D. Ross'.

David Ross  
Senior Partner  
24 March 2014

*This policy was last reviewed and updated in February 2013 and is due for review in March 2015.*