



# COMPLAINTS HANDLING PROCEDURE

I'm committed to providing a high quality service to my clients.

When something goes wrong, I need you to tell me about it so that I can put it right. Please follow the procedure as set out in this document.

Thank you.

1. Nicholas Hill will deal with the complaint initially. Contact should be made through any of the following:

Wool House Cottage,  
Well Street, Loose,  
Maidstone Kent  
ME15 0EH  
Phone: +44 (0) 1622 743239  
Mobile:+44 (0) 7967 254296  
Email: [nick@nickhillconsultancy.com](mailto:nick@nickhillconsultancy.com)

2. If the initial complaint was verbal it should be followed up in writing to the postal address above.

3. A written complaint will be responded to by Nicholas Hill in writing within fourteen days of receipt with his understanding of the complaint. The complainant will be invited to make further comments.

4. Within twenty eight days of receipt of the complainant's written complaint or its further comments whichever is the later, Nicholas Hill will write to the complainant with the outcome of his investigation into the complaint and will inform the complainant what actions will be taken.

5. If the complaint is made by a Consumer and the complainant remains dissatisfied with any aspect of the internal handling of the complaint, then application may be made to the Surveyors Ombudsman Service detailed as follows:-

Ombudsman Service:  
Property, PO Box 1021,  
Warrington, WA4 9FE  
Phone: 0330 440 1634 or 01925 530 270  
Fax: 0330 440 1635 or 01925 530 271  
Email: [enquiries@os-property.org](mailto:enquiries@os-property.org)

6. If the complainant is a Business and is dissatisfied with any aspect of the handling of the complaint then the complainant can refer the complaint to the Surveyors Arbitration Scheme if it falls within the scope of the Scheme. Details of the scheme operated by the Chartered Institute of Arbitrators may be obtained from:-

Surveyors Arbitration Scheme,  
IDRS Limited, 24 Angel Gate,  
City Road, London  
EC1V 2PT  
Tel: 020 7520 3800  
Fax: 020 7520 3828 Email:  
[info@idrs.ltd.uk](mailto:info@idrs.ltd.uk)  
Web: [www.idrs.ltd.uk](http://www.idrs.ltd.uk)