

## **UNDERWOODS SURVEYORS (NORTHAMPTON) LIMITED COMPLAINTS PROCEDURE**

If you have a complaint, this sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed in our office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Charles Church, BSc (Hons) MRICS  
Underwoods  
Shire House, Pyramid Close  
Northampton NN3 8PH

Tele: 01604 40 40 60  
e-mail: [cc@underwoods.co.uk](mailto:cc@underwoods.co.uk)

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within three working days to acknowledge your complaint and inform you of our understanding of the circumstances leading to your complaint and conduct our investigation.
4. Within fifteen working days of receiving your complaint, the person dealing with your complaint will write to you 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 remain dissatisfied, you must write to us explaining why and we will provide a written statement expressing a final viewpoint following a second review of the complaint.
6. Following this, if you remain dissatisfied with any aspect of our handling of your complaint, the following referral options to an independent third party are available:
  - a. In the case of persons or organisations operating in a business capacity, please refer your complaint to either the Arbitration Evaluation Procedures for Surveying Disputes at IDRS Ltd, 70 Fleet Street, London EC4Y 1EU from whom details of the Scheme may be obtained or The Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London, EC4Y 1EU

In the case of a consumer (i.e. a person not acting in the course of any business), please refer your complaint to either The Property Ombudsman Services Ltd, Milford House, 43-55 Milford Street, Salisbury, Wilts, SP1 2BP, telephone 01722 333 306 website: [www.tpos.co.uk](http://www.tpos.co.uk). This must be done within 12 months of receiving the final viewpoint letter; or The Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London, EC4Y 1EU from whom details of the scheme may be obtained.