

COMPLAINT HANDLING PROCEDURE 2019/2020

The Royal Institution of Chartered Surveyors (RICS) requires all members who are sole principals, partners or directors of firms that offer surveying services to the public, to have in place a complaints handling procedure meeting an agreed minimum standard.

In the unlikely event that you are dissatisfied with the service you have received from an individual member of RICS or a surveying firm where at least one partner or director is a member of RICS, you should ask for details of their complaints handling procedure and the individual appointed to manage complaints.

We set out below the procedure that Dobson-Grey Ltd will follow in dealing with any complaint:

1. Keri Dobson MRICS Managing Director will deal with any complaints you may have¹.

If you have a complaint or question, please don't hesitate to contact Keri Dobson via the following contact points:-

- **Mobile:** 07771 997320
- **Telephone:** 01789 298006
- **Email:** kdobson@dobson-grey.co.uk
- **Address:** 1 Alscot Studios
Atherstone on Stour
Stratford upon Avon
CV37 8BL

In the event of a complaint against Keri Dobson please contact Darren Grey via the following contact points:-

Darren Grey – Health and Safety Director / Company Secretary

- **Mobile:** 07760 617217
- **Telephone:** 01789 298006
- **Email:** dgrey@dobson-grey.co.uk
- **Address:** 1 Alscot Studios
Atherstone on Stour
Stratford upon Avon
CV37 8BL

2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Keri Dobson MRICS at the address provided above.
3. Once Dobson-Grey Limited have received your written complaint, Keri Dobson will contact you in writing within seven days. At this stage she will give you her understanding of your case. She will also invite you to make any further comments that you may have in relation to this.

¹ If your complaint involves Ms Keri Dobson Managing Director, please contact Darren Grey Health and Safety Director and Company Secretary on the above contact details

4. Within *twenty-one** days of receipt of your written summary, Keri Dobson MRICS will write to you, to inform you of the outcome of her investigation into your complaint and to let you know what actions will be taken.
6. If you remain dissatisfied with any aspect of the internal handling of your complaint, then we can discuss whether we can agree to go to mediation according to either the Centre for Effective Dispute Resolution (CEDR) or the mediation process run by the Royal Institution of Chartered Surveyors. The CEDR provides independent adjudication for disputes between customers and companies regarding the surveying activities of subscribing RICS member firms including, but not limited to, Homebuyers Reports, Valuation, Land Measurement, Auctions, Building Surveys and Professional Advice.
7. If you are still unhappy with the result of any of the above, you can refer your complaint to the Surveyors Arbitration Scheme if it falls within the scope of the Scheme. This Scheme is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services, 12 Bloomsbury Square, London WC1A 2LP from whom you can obtain details.
8. If the complaint cannot be resolved by Keri Dobson / Darren Grey the complaint needs to go to the CEDR in respect of consumer complaints or professional complaints. You can submit a complaint by clicking [RICS Submit a claim](#) or contact the CEDR:

By Post

70 Fleet St,
London
EC4Y 1EU

T: +44 (0)20 7536 6116

E: applications@cedr.com