

COMPLAINT HANDLING PROCEDURE 2023

As a regulated RICS firm, we have in place a Complaint Handling Procedure (CHP), which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

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.

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

3. Once Dobson-Grey Limited has 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.
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.
5. 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, Help to Buy, Valuation, Land Measurement, Auctions, Building Surveys and Professional Advice.
6. 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

100 St. Paul's Churchyard
London EC4M 8BU
United Kingdom

Tel: +44 (0)20 7536 6000
Fax: +44 (0)20 7536 6001
Email: info@cedr.com