



**DAVIDSON  
& ROBERTSON**  
CHARTERED SURVEYORS • LAND AGENTS • VALUERS

## COMPLAINTS HANDLING PROCEDURE

### **If you feel dissatisfied with the service you have received**

We will always endeavour to provide you with a high level of customer service. It is important that we listen to customers' feedback as this enables us to improve our standards of service for the future. If you have a concern then please let us know as soon as possible in order that we can try to put things right.

This procedure outlines the process we will use to promptly and fairly deal with any issue you raise. Providing you with a copy of the procedure at the time of the complaint and before we have had an opportunity to carry out an investigation does not infer any liability on our part.

Please note that we record and monitor all complaints centrally to ensure that matters are dealt with properly and that action is taken to avoid a similar problem arising in the future.

### **What to do next**

You may register your complaint with the Managing Director by email, in writing, by telephone or in person but whichever method of communication you choose we will give each the same level of importance. If you have initially made your complaint verbally, whether face to face or over the telephone, please also make it in writing, addressed to the Managing Director. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

### **What we will do**

The first stage of our complaints handling procedure will involve full consideration of your complaint by the Managing Director on behalf of the firm. We will try to resolve the complaint to your satisfaction. We will acknowledge your complaint within 7 days of receipt and will endeavour to respond fully to the complaint within 28 days. If you are happy with the outcome of the Managing Director's investigation into the complaint, the matter will conclude.

After a period of 28 days, we will confirm in writing that we:

- Accept the complaint and offer redress where appropriate, or
- Have so far been unable to resolve the complaint, provide the reason for this and confirm when you might expect our further response, or
- Reject the complaint and give a full explanation of our reasons.

**If you remain dissatisfied**

If we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, and as such you may wish to use one of the redress schemes as follows: -

For residential property: -

Davidson & Robertson are Registered Members of The Property Ombudsman (TPO) which provides service relating to property complaints and disputes. The contact details for TPO are:

The Property Ombudsman  
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

T 01722 333 306  
F 01722 332 296  
E [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

For non-residential property: -

Alternatively, you may wish to contact the RICS Dispute Resolution Service (DRS) which provides services to resolve disputes in land, property and construction. DRS services are only for business to business disputes. The contact details for DRS are: -

RICS Dispute Resolution Service  
Surveyor Court, Westwood Way, Coventry, CV4 8JE

T 020 7334 3806  
F 020 7334 3802  
E [drs@rics.org](mailto:drs@rics.org)