



## COMPLAINTS HANDLING PROCEDURE

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:-
  - 1.1. Contact: - Mrs H Maloney., Office Manager
  - 1.2. Address: -26 Rosecroft Gardens, Twickenham, Middlesex, TW2 7PZ
  - 1.3. Telephone: - 020 7183 9020
  - 1.4. Email: - [info@myhomesurveyor.co.uk](mailto:info@myhomesurveyor.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 seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty one days of receipt of your written summary, the person dealing with your complaint will write to you, in order 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 your complaint has not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors Ombudsman Service that was originally set up by the RICS and is approved by the Office of Fair Trading. They can be contacted at PO Box 1021, Warrington, WA4 9FE (tel: 0330 440 1634).

26 Rosecroft Gardens, Twickenham, Middlesex, TW2 7PZ

☎: 020 7183 9020

☎: 020 7183 9021

✉: [neil@myhomesurveyor.co.uk](mailto:neil@myhomesurveyor.co.uk)

My Home Surveyor is a trading name of My Home Surveyor Ltd., whose registered office is at 31b North Street, Emsworth, Hampshire, PO10 7DA and is registered under number 06879901 with Companies House.