

Spencer & Co Surveyors Limited
Complaints Handling Procedure
Approved by: Edward Michael Spencer
Current version: August 2026

1. Our commitment

Spencer & Co Surveyors Limited is regulated by RICS. We are committed to providing professional services of a consistently high standard.

We recognise that clients may occasionally feel dissatisfied with the service they have received. We take all complaints seriously and will deal with them promptly, fairly, openly and professionally.

For the purposes of this procedure, a complaint is any expression of dissatisfaction about the services provided by Spencer & Co Surveyors Limited or the conduct of a person acting on the firm's behalf. There is no charge for using our internal Complaints Handling Procedure.

Our Complaints Handling Procedure has two stages:

- Stage one: Spencer & Co Surveyors Limited will review and consider your complaint in full and seek to resolve it to your satisfaction.
- Stage two: If your complaint cannot be resolved through internal procedure, you may have the opportunity to refer it to an independent Alternative Dispute Resolution provider approved by the RICS.

2. Stage One - Making and handling a complaint

If you wish to make a complaint, please contact our Complaints Handling Officer:

Edward Michael Spencer

Director

Spencer & Co Surveyors Limited

Grove 2, Regents Park, London Road, Nantwich

CW5 6LW

Telephone: 01270 368080

Email: mikespencerco@outlook.com

Complaints may be made by email or post. They may also initially be raised by telephone, although we may ask you to confirm the details in writing so that we have a complete and accurate understanding of your concerns.

Please provide, where possible:

- Your full name and contact details;
- The property address or instruction reference;
- A clear description of your complaint;
- Relevant dates and supporting documents; and
- An explanation of how you would like the complaint to be resolved.

If you need assistance making a complaint, or require this procedure in an alternative format, please contact the Complaints Handling Officer. We will make reasonable adjustments where appropriate.

3. Acknowledgement and recording

All complaints will be recorded in the firm's complaints log.

We will acknowledge receipt of your complaint and confirm that it is being dealt with under Stage One of this Complaints Handling Procedure.

The complaints log will include, where applicable, the nature of the complaint, relevant dates, the investigation undertaken, communications, outcome and any resulting action.

4. Investigation

The Complaints Handling Officer will investigate your complaint thoroughly and impartially. This may include:

- Reviewing the relevant instruction, Terms of Engagement, report and correspondence;
- Speaking to the surveyor or employees involved;
- Considering any documents or other evidence supplied; and
- Requesting further information from you where necessary.

We will consider the complaint on its individual circumstances and will not reach a conclusion until the available evidence has been properly reviewed. Where reasonably possible, a complaint will be reviewed by a senior person who was not directly involved in the original complaint or investigation.

5. Our response

We aim to provide a full written response within 15 working days of receiving the complaint.

Our response will explain:

- The matters we have investigated;
- Our findings and conclusions;
- Any action we propose to take; and
- The position of the firm and the options available to you if you remain dissatisfied.

If we are unable to provide a full response within 15 working days, we will explain the reason for the delay, provide an update and tell you when we expect to provide our response.

If, following our Stage One response, you remain dissatisfied and we are unable to agree on how to resolve the complaint, you may have the opportunity to proceed to Stage Two.

6. Stage Two - Independent Alternative Dispute Resolution

If we are unable to resolve your complaint through Stage One of our internal procedure, you may be entitled to refer it to an independent Alternative Dispute Resolution provider approved by RICS.

Spencer & Co Surveyors Limited has nominated the Centre for Effective Dispute Resolution (CEDR) as its Alternative Dispute Resolution provider.

Centre for Effective Dispute Resolution
100 St Paul's Churchyard
London
EC4M 8BU

Telephone: 020 7536 6000
Email: info@cedr.com
Website: www.cedr.com

7. Consumer clients:

CEDR provides an independent adjudication service for eligible consumer complaints concerning surveying services. This service is free of charge to eligible consumer clients.

A consumer may generally refer a complaint to CEDR when:

- Eight weeks has passed since the complaint was first made to Spencer & Co Surveyors Limited without it being resolved; or
- Spencer & Co Surveyors Limited has issued a final response confirming that the complaint cannot be resolved, sometimes referred to as a deadlock notice.

Applications are subject to CEDR's eligibility requirements and service rules.

Further details are available at:
www.cedr.com/consumer/rics/

8. Business-to-business clients

CEDR may also provide Alternative Dispute Resolution services for eligible business-to-business disputes. Business clients should contact CEDR or refer to its applicable business-to-business service rules for information about eligibility, procedure and fees.

Using Alternative Dispute Resolution does not prevent a complainant from seeking independent legal advice. We will not dissuade a complainant from approaching CEDR, RICS or another appropriate regulatory or legal body.

9. Professional indemnity insurance and other notifications

On receiving a complaint, we will consider promptly whether the matter must be notified to our professional indemnity insurer in accordance with the terms of our insurance policy.

Where necessary, we may seek guidance from our insurer, insurance broker or professional advisers before responding to or resolving a complaint.

Any serious breach of professional obligations will be reported to RICS or another relevant authority where the firm is required to do so.

10. Complaints log, learning and improvement

All complaints will be recorded in the firm's complaints log.

-Closed complaints will be reviewed to identify:

-Recurring problems or patterns;

-Opportunities to improve services or client communications;

-Amendments required to policies, procedures or standard documents; and

-Any training or support required by employees

The firm will implement appropriate corrective action and record the action taken.

11. Confidentiality and data protection

Complaints will be handled sensitively and information will only be shared where reasonably necessary to investigate or resolve the complaint, comply with legal or regulatory obligations, or protect the legitimate interests of the parties involved.

Information may therefore be shared, where appropriate, with our professional indemnity insurer, insurance broker, legal or professional advisers, CEDR, RICS or another competent authority.

Personal information will be handled in accordance with applicable data-protection legislation and the firm's privacy policy.

10. Employee training and support

Employees will be trained to recognise expressions of dissatisfaction, explain this procedure and record complaints appropriately.

Employees will be informed of the requirements of the firm's professional indemnity insurance policy and the importance of avoiding admissions or settlement commitments without appropriate authority.

Employees involved in handling a difficult complaint may seek appropriate professional or wellbeing support, including support available through LionHeart.

11. Publication and review

This Complaints Handling Procedure:

-Is published on the Spencer & Co Surveyors Limited website;

-Is made available to clients at the start of an instruction;

-Is signposted in the firm's Terms of Engagement; and

-Can be provided free of charge on request.

This procedure will be reviewed regularly at senior-management level and whenever there is a material change to RICS requirements, the firm's professional indemnity insurance requirements or the firm's appointed Alternative Dispute Resolution Provider.

Website publication address:

<https://www.spencerco.co.uk/contact>