

NancyRita Surveyors Ltd

Consumer Complaints Handling Procedure

RICS Regulated Firm No. 892407

Our commitment

NancyRita Surveyors Ltd is committed to providing a professional and high-quality service.

If you are dissatisfied with any part of the service you have received, please tell us. We will consider your complaint fairly, investigate it properly and, where appropriate, take action to put matters right.

Our complaints procedure has two stages: first, we investigate your complaint internally; if the matter remains unresolved, you may refer it to our independent Alternative Dispute Resolution provider.

1. Making a complaint

You can make a complaint by email, post or telephone. We ask that complaints are provided in writing wherever possible so that we have a clear record of the issues you would like us to investigate.

If you are unable to make your complaint in writing, please contact us. We will record the complaint and confirm our understanding of it with you.

For the attention of

Complaints Manager

Post

NancyRita Surveyors Ltd
 C/O Beechwood Accounting NE Ltd
 T/A AIMS Office F6
 Metropolitan House
 Longrigg Road
 Gateshead
 Tyne and Wear
 NE16 3AS

Email

help@nancyritasurveyors.co.uk

Please include, where possible:

- your name and contact details;
- the property or service concerned;
- a clear explanation of what you believe has gone wrong;
- relevant dates, documents or correspondence; and
- what you would like us to consider as a resolution.

2. Stage One - Acknowledgement and investigation

Acknowledgement: We will acknowledge receipt of your complaint within 7 days.

Investigation: Your complaint will be investigated by an appropriate person within the business. Wherever possible, the person carrying out the investigation will not have been directly involved in the matter complained about.

Response: We will consider your complaint as quickly as possible and provide a written response setting out the outcome of our investigation and any action we propose to take.

If we are unable to provide a full response within 21 working days, we will contact you to explain the reason and let you know when you can expect our response.

3. Stage Two - Independent review - The Property Ombudsman

If we are unable to resolve your complaint to your satisfaction, you may refer your complaint to The Property Ombudsman, our independent Alternative Dispute Resolution provider.

The Property Ombudsman service is independent of NancyRita Surveyors Ltd and is free of charge to consumers.

Provider	The Property Ombudsman
Post	Unit 159756, PO Box 7169, Poole, BH15 9EL
Telephone	01722 333306
Email	admin@tpos.co.uk
Website	www.tpos.co.uk

If we have not completed our internal complaints process within 8 weeks, you may refer the matter to The Property Ombudsman.

4. How we handle complaints

- We will handle complaints fairly, professionally and with appropriate confidentiality.
- We maintain a complaints log recording complaints received, our investigation, the outcome and any action taken.
- We will review complaints to identify lessons and opportunities to improve our services, communication and working practices.
- Making a complaint will not affect the professional service you receive from us.

5. Availability of this procedure

This Complaints Handling Procedure is available free of charge by email or on request. Details of the procedure and our nominated Alternative Dispute Resolution provider are provided when Terms of Engagement are agreed and when a complaint is made.