



Lawrence Copeland

town & city centre

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ROYAL INSTITUTION OF CHARTERED SURVEYORS

(BY-LAW 19 REGULATION 27.2.7)

PROCEDURE FOR COMPLAINTS HANDLING – RULE 7

“If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint”

- 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:

Mr Lawrence G Copeland at the above mentioned address/telephone number.

- 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 **10 days** to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments in writing that you may have in relation to this.
- 4 Within **21 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 you are a consumer and remain dissatisfied with any aspect of our handling of your complaint, you should contact **Ombudsman Services: Property**, PO Box 1021, Warrington, WA4 9FE **Tel:** 0330 440 1634 **Fax:** 0330 440 1635 **E:** enquiries@os-property.org **W:** www.ombudsman-services.org/property.html who will personally conduct a separate review of your complaint and contact you within to inform you of the conclusion of this review. This is a free service for you to use.
- 6 Alternatively if you are a business client and remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with **CEDR Solve**, The International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU **Tel:** 020 7536 6060 **Fax:** 020 7536 6061 **Email:** info@cedr-solve.com **Web:** www.cedr-solve.com This is a free service for you to use.

ELBONMILL LIMITED t/a MESSRS LAWRENCE COPELAND



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