

Keates Complaints Handling Procedure

This note sets out the procedure we will follow in dealing with any complaint:

1. We have appointed Andrew Johnson, 84 Church Street, Stoke-on-Trent, ST4 1BS to deal with complaints. If you have a question, or if you would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Andrew Johnson at the above address.
3. Once we have received your written complaint, Andrew Johnson will contact you in writing, within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, we will write to you, to inform you of the outcome of our internal investigation into your complaint and to let you know what actions we have taken, or will take.
5. If you are a **company or trader (business)** and remain dissatisfied with any aspect of our internal handling of your complaint, then we can discuss whether we can agree to go to mediation according to Surveyors Arbitration Scheme.
6. **If you are a consumer (member of the public) and are still un-happy** with the handling of your complaint this can be referred to the appropriate body (The Property Ombudsman).

If the complaint is relating to the person appointed as representative dealing with complaints then it will be referred to another surveyor.

Appropriate Bodies (5& 6)

Ombudsman Service: Property: Po Box 1021, Warrington, WA4 9FE

The Neutral Evaluation Procedure for Surveying Disputes
IDRS Ltd, 24 Angel Gate, City Road, London , EC1V 2PT

If your complaint is business to business we will refer the matter at Stage 5 to Surveyors Arbitration Scheme

If the complaint is relating to the person appointed as representative dealing with complaints then it will be referred to another surveyor.