

Dot Surveying - Complaints Handling Procedure (CHP)

As a Royal Institution of Chartered Surveyors (RICS) regulated firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage one gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing, **preferably by e-mail** to ensure speedy receipt. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Name of contact at firm: Tom Gallivan, Managing Director
Firm name: Dot Surveying Ltd
Email address: t.gallivan@dotsurveying.co.uk

Address: Edinburgh Office (HQ), Pure Offices, Edinburgh
Postcode: EH6 5NP
Telephone number: 0345 340 5456 [Option 5]
Website: www.dotsurveying.co.uk

We will acknowledge receipt of your complaint and thereafter consider it as quickly as possible. If we are not able to give you a full response within a week of receiving your complaint we will let you know and update you again within 28 days.

On completion of our review of the matter, we will issue a final decision letter as soon as possible which will include our Alternative Dispute Resolution Provider(s) details (see below) should you remain dissatisfied.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the following redress provider:

For Business-to-Business clients:

Name of redress mechanism: The Centre for Effective Dispute Resolution (CEDR)
Address: The International Dispute Resolution Centre
100 St. Paul's Churchyard
London

Post Code: EC4M 8BU
Telephone: 020 7536 6000
Email Address: info@cedr.com
Website: www.cedr.com

For Consumer Clients:

as above