



Dot Surveying - Complaints Handling Procedures (CHP)

GENERAL COMPLAINTS

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: Catherine McKerrigan, Managing Director
Firm name: Dot Surveying Ltd
Email address: c.mckerrigan@dotsurveying.co.uk

Address: Dot Surveying Ltd
6060 Knights Court
Solihull Parkway, Birmingham Business Park, Solihull

Postcode: B37 7WY
Telephone number: 0345 340 5456
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



DATA PROTECTION RELATED COMPLAINTS

Dot Surveying takes its data protection duties and responsibilities very seriously to ensure your personal data is secure and that we use it fairly, responsibly and in line with the law.

Submitting a Complaint

In the event you have a concern or complaint about how we use or have used your personal information please do not hesitate to contact us at admin@dotsurveying.co.uk Please provide as much information as possible so that we can investigate it fully.

We will acknowledge receipt of your complaint within 30 days of receipt, keep you informed and will respond without undue delay.

Proof of Identity

If we have any doubts about your identity, we may need to ask you for proof of ID before we respond. If you are making a complaint on behalf of another person we will check you are authorised to act on the other person's behalf.

Response to Complaint

Our response will clearly explain what we have done to resolve your data protection complaint and, where appropriate, any actions we have taken as a result. If we think we have complied with data protection law, we will explain this in detail i.e. provide enough information to help you understand how we have reached our conclusion.

If you have any further concerns

If you believe that we have not complied with your data protection rights or are unhappy with how your complaint has been handled, you can raise this with the UK's data protection regulator Information Commissioner's Office [ICO - Complaints](#)

CM Kemgan

Dot Surveying Managing Director, 2 June 2026