



Able Surveyors Limited

Complaints Handling Procedure (CHP)

Able Surveyors Ltd. is committed to providing a quality service and working in an open and accountable way that builds the trust and respect of all our clients. One of the ways in which we continue to improve our service is by listening and responding to the views of our clients, in particular by responding positively to complaints and by putting mistakes right.

As a regulated Royal Institute of Chartered Surveyors (RICS) firm, we have in place a CHP that meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP 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 client the opportunity to have your complaint reviewed and considered by an independent redress provider approved by the RICS.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. 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 include a clear description of your concern or complaint and the steps you would like us to take to resolve the issue. Please send your written complaint to:

Mr Dean Davidson
Able Surveyors Ltd.
Waterhouse Business Park
2 Cromar Way
Chelmsford
CM1 2QE
info@ablesurveyors.co.uk
www.ablesurveyors.com

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response we will update you within 28 days.

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 RICS Regulatory Board. We have chosen to use the following redress provider:

Able Surveyors Ltd
Waterhouse Business Park
2 Cromar Way
Chelmsford
Essex
CM1 2QE





Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Tel: 020 7536 6000
Email: info@cedr.com

It is accepted and agreed that where your complaint relates to a survey carried out by a Third Party/Franchised Surveyor as referred to in our terms and conditions whilst Able Surveyors Ltd will liaise with that party for you as part of Stage One, any Stage Two Complaint made to the redress provider should be made directly against the Third Party Surveyor and not Able Surveyors Ltd

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