

## **Martin Diplock Chartered Surveyors**

### **COMPLAINTS PROCEDURE**

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, Martin Diplock F.R.I.C.S.
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 seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one 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 remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations, and otherwise agree to use the following redress mechanisms:
  - 5.1 The Property Ombudsman  
Milford House, 43-55 Milford Street, Salisbury SP1 2BP  
Tel: 01722 333 306  
www.tpos.co.uk
  - 5.2 RICS Dispute Resolutions Service  
Surveyors Court, Westwood Way, Coventry CV4 8JE  
Tel: 0207 334 3806  
www.rics.org/drs
  - 5.3 The Centre for Effective Dispute Resolution (CEDR)  
70 Fleet Street, London EC47 1EU  
Tel: 0207 536 6000  
www.cedr.com

36 Broad Street, Lyme Regis, Dorset DT7 3QF

Telephone: 01297 445500

[www.martindiplock.co.uk](http://www.martindiplock.co.uk)

Email: [post@martindiplock.co.uk](mailto:post@martindiplock.co.uk)

We trust that this adequately confirms how your complaint will be treated under the guidelines set out by the Royal Institution of Chartered Surveyors. If you have any further queries please do not hesitate to contact us.