

We are sorry you have had cause to complain and hope that the information contained in this leaflet reassures you that we are taking your complaint seriously.

At e.surv Chartered Surveyors we believe customer satisfaction is very important and therefore we would like to reassure you that we are doing everything possible to resolve your complaint.

The aim of this leaflet is to explain the process your complaint will go through and to provide you with contact information should you need to talk to us at any stage of the process.

e.surv's complaints procedure

1. I want to make a complaint to e.surv. How should I register my concern?

If you are not satisfied with our service then you should write to us with a summary of your complaint to:

Customer Care Department
e.surv National Operations Centre
Lahnstein House
Gold Street
Kettering
NN16 8AP

2. e.surv has received my complaint, what happens next?

- You will receive a letter acknowledging your complaint and allocating you a complaint reference number, which you should quote any time you call us or write to us about your complaint. Acknowledgement letters are sent within five days of receiving your complaint.
- The acknowledgement letter also gives you the name of the person handling your complaint.

3. How long will it take for e.surv to investigate and respond to my complaint?

- We aim to investigate all complaints within 15 working days of receiving your complaint.
- We will write to you within four weeks to inform you of the outcome of the investigations we have undertaken and details of any action made to resolve your complaint.
- If our investigation has not been completed we will write to you to update you on the status of your complaint and advise you of the nature of the delay.
- If we need more time to investigate your complaint we will advise you of the expected timescales and write to you again at the end of that period to update you on the outcome of our investigations and detail any action taken to resolve your complaint.
- To check on the progress of your complaint at any stage please contact the named case handler dealing with your complaint as outlined in the acknowledgement letter.

4. What can I do if I am still not happy?

- If you are still not happy with the outcome of our investigations or the progress of how your complaint has been handled then you should raise the matter with our Customer Care Director, Mr Charles Phayer.
- Once Charles Phayer has reviewed your complaint then we will contact you to inform you of the conclusion of his review.
- If the complaint has not been resolved you may refer to the Ombudsman Service: Property.
- If you are a business customer your complaint will be referred to the Arbitration Procedure for Surveyors Disputes.

For Consumer Services

Ombudsman Services: Property
PO Box 1021, Warrington, WA4 9FE

Call: 0330 440 1634 or 01925 530270

Website: www.ombudsman-services.org/property

Email: enquiries@os-property.org

For Business Services

Arbitration Procedure for Surveyors Disputes
International Dispute Resolution Services Ltd
24 Angel Gate, City Road, London, EC1V 2PT

Call: 0207 520 3800 **Visit:** www.idrs.ltd.uk

Email: info@idrs.ltd.uk

You can get in touch with our customer care team if you need to talk to us about your complaint:

Customer care helpline: 01536 534 098

(8am – 6pm Monday to Friday)

Customer care email:

customercare@esurv.co.uk



RICS

the mark of
property
professionalism
worldwide

e.surv Ltd, Lahnstein House, Gold Street, Kettering, Northants, NN16 8AP. Registered in England, Company No: 2264161. Regulated by RICS

Email us at customercare@esurv.co.uk