



Complaints Procedure

Introduction

As a firm offering surveying services to the public we are required in accordance with our membership to various professional bodies and the SAVANHER accredited licensing scheme to have in place a complaints handling procedure.

In the unlikely event that you are dissatisfied with the service you have received from an employee, director or our company as a whole, you should ask for details of our complaints handling procedure which we will forward to you within 5 days of any request.

This document sets out the procedure we will follow in dealing with any complaint.

Procedure

1. We have appointed **Lee Brace** BSc (Hons) ICIQB MIMBM to deal with any complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him at: -

First Prospect Limited
The Chantry
Main Road
Danbury
Essex
CM3 4NG

Tel: 01621 842 655

E-mail: lee.brace@first-prospect.com

2. If you have initially made your complaint verbally, whether face-to-face or on the telephone, we would request that you also compile and send a summary of your complaint in writing, addressed to the above.
3. Once we have received your written summary of the complaint, Lee Brace will contact you in writing within **seven days*** to inform you of our understanding of the circumstances leading to your complaint. You will then be invited to make any further comments that you may have in relation to this.
4. Within **twenty-one days*** of receipt of your written summary, Lee Brace will write to you to inform you of the outcome of his investigation into your complaint and to let you know what actions we have taken or intend to take.

5. If you are or remain dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, you should contact:-

Matt Lyon BSc (Hons) ICIOB MIMBM

First Prospect Limited
The Chantry
Main Road
Danbury
Essex
CM3 4NG

Tel: 01245 226 828

E-mail: matt.lyon@first-prospect.com

Matt Lyon will personally conduct a separate review of your complaint and contact you with fourteen days to inform you of the conclusion of this review

6. If you remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review, then we can discuss whether we can agree to go to mediation according to either the Centre for Effective Dispute Resolution (CEDR) or the mediation process run by the Royal Institution of Chartered Surveyors (RICS).
7. If you are still unhappy with the result of any of the above, you can refer your complaint to the Surveyors Arbitration Scheme if it falls within the scope of the Scheme. This Scheme is operated by:

Chartered Institute of Arbitrators (CIA)
Dispute Resolution Service,
12 Bloomsbury Square,
London
WC1A 2LP

Tel: 0207 424 7444

The Chartered Institute of Arbitrators can be contacted to obtain details.

Lee Brace
First Prospect Ltd

29 May 2007

** The time limits are recommendations, to ensure that complaints are dealt with promptly.*