

Brightwells

Est. 1846

ROYAL INSTITUTION OF CHARTERED SURVEYORS COMPLAINTS PROCEDURE

If you have a complaint, this note sets out the procedure which we will follow in dealing with that complaint.

1. All complaints to be directed to:

T. I. Parry FRICS FAAV

Director

Brightwells Ltd, 33 High Street, Builth Wells, Powys LD2 3DL

Telephone: 01982 553614

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint.
3. Once we have received your written summary of the complaint, we will contact you in writing within fourteen 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, we 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 complaint, then we will attempt to resolve this promptly through negotiations and otherwise agree to refer your complaint to:

The Property Ombudsman (In the case of individual clients regarding property)

Milford House

43 - 55 Milford Street

Salisbury

Wiltshire

SP1 2BP

Telephone: 01722 333306

The RICS Dispute Resolution Services (In the case of a commercial client).

Surveyor Court

Westwood Way

Coventry

CV4 8JE

Telephone: 02073 343806

Ombudsman Services (In the case of a person or organisation not acting in a business capacity) PO Box 1021

Warrington

WA4 9FE

Telephone: 08450 508181