



## CASTLE SURVEYORS LIMITED

Chartered Commercial & Residential Property Consultants

Castle Surveyors Limited are committed to providing excellent customer service and have compiled this complaints handling procedure to allow you to bring any deviation away from this goal to our attention.

1. We have appointed Wayne Norcliffe BA (Hon's) MRICS to handle complaints, you can contact Wayne by telephone on 0800 246 1002, email [complaint@castle-surveyors.co.uk](mailto:complaint@castle-surveyors.co.uk), or write to 2 Southwood Close, Walkford, Christchurch, BH23 5RW. If you have a question or if you would like to make a complaint, please don't hesitate to contact him in the first instance.
2. If you have initially made your complaint verbally, whether face-to-face or by telephone – please also make it in writing, addressed to Wayne Norcliffe as the written complaint will be treated as the start of the process. This written summary should outline the defects or problems you wish to complain of, including photographs where appropriate, explain the loss you believe you have suffered and include written estimated costs of remediation works (based upon quotes from reputable and experienced contractors). Prior to doing so you should obtain a professional opinion from a Chartered Building Surveyor or other suitably qualified professional to confirm the defect is something which in their professional opinion should have been mentioned in the report provided.
3. Once we have received your written complaint, Wayne Norcliffe, will contact you in writing, within seven working days to confirm receipt. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this and ask that you provide us with full details of works you feel are required, including costs and estimates as appropriate (if not already provided).
4. Within twenty eight working days of receipt of the above information, Wayne Norcliffe will write to you, to inform you of the outcome of his internal investigation into your complaint and let you know what actions we have taken or intend to take, if any. This may involve him visiting the property to make further enquiries and/or request any additional information.
5. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Ombudsman Service: Property. This service is free to consumers and can consider any consumer complaints including estate agency related complaints. The contact details for the POS are:

Ombudsman Services: Property

PO Box 1021

Warrington WA4 9FE

Tel: 0330 440 1634

<http://www.ombudsman-services.org/contact-us-property.html>

6. If you remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations. This does not affect your statutory rights.

