

## COMPLAINTS PROCEDURE IN RELATION TO PROPERTY SURVEY OR VALUATION FOR CONSUMERS

Carter Jonas is committed to providing a professional service to all clients and customers and if something goes wrong we need to know about it. If you have a complaint that you have been unable to resolve satisfactorily with your local Carter Jonas office please write to us giving as much detail as possible by:

- email to [complaints@carterjonas.co.uk](mailto:complaints@carterjonas.co.uk); Or/
- post to Complaints, Carter Jonas, 51 Northbrook Street, Newbury. RG18 9QT

We endeavour to deal with any complaint as quickly as possible however you should be aware that we have up to eight weeks to consider the matter. If we have not resolved it within this time you may refer your complaint to CEDR, details below.

So that you know what to expect we have summarised the typical stages of reviewing a complaint.

<i>Acknowledgement</i>	<ul style="list-style-type: none"> <li>• You will receive an acknowledgement that we have received your complaint within 3 working days.</li> </ul>
<i>Investigation</i>	<ul style="list-style-type: none"> <li>• We will investigate the circumstances of your complaint and discuss with the local Office where appropriate.</li> </ul>
<i>Findings</i>	<ul style="list-style-type: none"> <li>• We will provide a written summary of our findings within 15 working days of sending you the acknowledgement letter.</li> </ul>
<i>Review</i>	<ul style="list-style-type: none"> <li>• If you wish to comment or request a further review you should contact us again.</li> </ul>
<i>Final response</i>	<ul style="list-style-type: none"> <li>• We will then have 15 working days to complete our review at which time we will send you a final written viewpoint on the matter.</li> </ul>

If you are dissatisfied with this conclusion or any aspect of our handling of your complaint you may refer your concerns to The Centre for Dispute Resolution (CEDR) to request an independent review.

CEDR can be contacted on 0207 536 6116 or by email to [application@cedr.com](mailto:application@cedr.com). Alternatively you can find full details of how to submit a request for review on the CEDR website at [www.cedr.com](http://www.cedr.com). If you use the website please click on the Consumer Disputes section and then on the RICS icon or alternatively [click here](#). A flowchart showing the CEDR adjudication process can be [found here](#). Our registration number with the RICS is 001204.