JWS
Property Consultancy

COMPLAINT HANDLING PROCEDURE

This document describes the Complaint Handling Procedure in force within JWS Property Consultancy.

The procedure described is in line with the RICS Standards of Professional Conduct.

STAGE ONE

1. In the event of any complaint or concern, please contact me in the first instance

   Jeremy Whitton Spriggs MA FRICS
   JWS Property Consultancy
   7 The Footpath
   Coton
   Cambridge
   CB23 7PX

   jeremy@jwspropertyconsultancy.com
   07967 355378

2. If, having spoken to me in person you wish to proceed with an official complaint, you will be asked to send a written summary of your complaint.

3. Once I have received your written summary of the complaint, I will contact you in writing, within seven days, to set out my understanding of the circumstances which led to your complaint. You will be invited to respond to this with any further comments that you may have.

4. Within twenty-one days of receipt of your written summary, I will write to you again to inform you of the outcome of the investigation into your complaint and let you know what actions have been, or will be, taken. If you are dissatisfied with the outcome or any aspect of the way your complaint has been handled, the complaint will be taken to the second stage.

STAGE TWO

1. I will suggest a third-party surveyor, who will conduct a separate review of your complaint. This surveyor will contact you within fourteen days to inform you of the conclusion of that review.

2. If you remain dissatisfied with the outcome or any aspect of our handling of your complaint, I will attempt to resolve this promptly through negotiations. If all other attempts to negotiate a settlement fail, I agree to enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or via the mediation process operated by the Royal Institution of Chartered Surveyors:

   100 St. Paul's Churchyard, London EC4M 8BU
   020 7536 6000
   020 7536 6001
   info@cedr.com
   www.cedr.com

3. If, after all the outlined steps have been taken, the complaint has still not been resolved to your satisfaction, I agree to the referral of your complaint to the Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators, 12 Bloomsbury Square, London WC1A 2LP, from whom details of the scheme may be obtained.

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