



Whitecroft Green Ltd

Chartered Building Surveyors
& Energy Assessors

Complaints Handling Procedure

Chartered Building Surveying Ver 1.00

Energy Assessor Ver 1.01



Whitecroft Green Limited

Complains Handling Procedure
Chartered Building Surveying

Friday 6th June 2008
Version 1.00

www.whitecroftgreen.co.uk

RICS Regulation

The RICS requires that all members who are directors of firms that are offering surveying services to the public, have in place a complaints handling procedure meeting an agreed minimum standard.

Background

In the unlikely event that you are dissatisfied with the level of service, you have received from an individual member of the RICS or a surveying firm where at least one partner or director is a member of the RICS, you **should** ask for details of their complaints handling procedure and the individual appointed to manage complaints.

The Process – Complaints Handling Procedure

This note sets out the procedure Whitecroft Green Limited will follow in dealing with any client complaint:

1. We have appointed Andrew Allmark, MRICS, to deal with complaints. If you have a question or if you would like to make a complaint, please don't hesitate to contact him.

Contact Details :-

t. 01204 495513
m. 07770 478867
e. andrew@whitecroftgreen.co.uk

Whitecroft Green Limited
81 Markland Hill Lane
Heaton
Bolton
BL1 5NU

2. If you have initially made your complaint verbally - whether face-to-face or on the phone - please also make it in writing, addressed to Andrew Allmark.
3. Once we have received your written complaint, Andrew Allmark will contact you in writing within seven* days. 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.

4. Within twenty-one* days of receipt of your written summary, Andrew Allmark will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, feel free to contact Jane Allmark, who will personally conduct a separate review of your complaint and contact you within fourteen* days to inform you of the conclusion of this review.
6. Alternatively, if you remain dissatisfied with any aspect of our handling of your complaint, then we can discuss whether we can agree to go to mediation according to either the Centre for Dispute Resolution (CEDR) or the Dispute Resolution Service run by the Royal Institution of Chartered Surveyors.

Centre for Effective Dispute
Resolution
International Dispute Resolution
Centre
70 Fleet Street
London
EC4Y 1EU
United Kingdom

Tel: +44 (0)20 7536 6000
Fax: +44 (0)20 7536 6001
Email: info@cedr.com

Royal Institution of Chartered
Surveyors
Surveyor Court
Westwood Way
Coventry
CV4 8JE
United Kingdom

Tel: +44 (0)870 333 1600
Fax: +44 (0)20 7 334 3811
Email: contactrics@rics.org

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 the Chartered Institute of Arbitrators from whom you can obtain details of the Scheme.

The Chartered Institute of Arbitrators
International Arbitration and Mediation
Centre
12 Bloomsbury Square
LONDON
WC1A 2LP
United Kingdom

Tel: +44 (0) 20 7421 7444
Fax: +44 (0) 20 7404 4023
Email: info@arbitrators.org

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



Whitecroft Green Limited
Complains Handling Procedure
Energy Assessor

Friday 20th June 2008
Version 1.01

www.whitecroftgreen.co.uk

BRE Accreditation

BRE requires that all Accredited members offering services to the public, have in place a complaints handling procedure meeting an agreed minimum standard.

Background

In the unlikely event that you are dissatisfied with the level of service, you have received from an individual member, you **should** ask for details of their complaints handling procedure and the individual appointed to manage complaints.

The Process – Complaints Handling Procedure

This note sets out the procedure Whitecroft Green Limited will follow in dealing with any client complaint:

1. We would seek to immediately address and resolve any initial complaint by telephone, email or in person.
2. We have appointed Andrew Allmark, MRICS, to deal with complaints. If you have a question or if you would like to make a complaint, please don't hesitate to contact him.

Contact Details ;-

t. 01204 495513
m. 07770 478867
e. andrew@whitecroftgreen.co.uk

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Bolton
BL1 5NU

3. If you are unhappy with this we would ask that you please put the complaint in writing. We will then acknowledge your complaint in writing within 7 days, and we will offer a resolution within 21 days.

4. If you are dissatisfied with our offer to resolve the matter, the complaint will be escalated to the Accreditation Scheme. Please be aware that you can escalate your complaint to the scheme at any time and you are at no time deprived of their legal rights. Complaints that are escalated to the Scheme are logged by the Scheme and dealt with in accordance with the complaints procedure set out in the Scheme Document and the Scheme Complaints Procedure.
5. We will notify the Accreditation Scheme of any complaint we receive with details of the outcome if we were able to resolve the matter to your satisfaction. We will also keep a history of each complaint which will be made available to the scheme on request.
6. Where this complaints process does not resolve your complaint it will be referred to Independent Panel which will consist of three members of the BRE Global Ltd:
 - have not been directly involved in the process
 - have no direct interest in the decision.
7. These procedures will be accessible and available at no cost at the point of access to customers and, where appropriate, provide effective redress.

Address of my accrediting body:-

BRE Global Ltd
BRE Bucknalls Lane Garston Herts WD25 9XX Tel 0845 8630014