

## Complaints Handling Procedure

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### 1. Purpose

Phonica Surveying Ltd is committed to providing a professional service to all clients. If something goes wrong, we need you to tell us about it. This will help us to maintain and improve our standards.

This Complaints Handling Procedure (CHP) has been designed in accordance with the Royal Institution of Chartered Surveyors (RICS) requirements.

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### 2. Our Procedure

#### Stage 1 – Internal Review

- If you have a complaint, please contact us in writing with as much detail as possible. Complaints should be addressed to:

#### **Complaints Officer**

Kevin Le Voi MRICS

Phonica Surveying Ltd

54 Carlton Ave, Romiley, Stockport. SK6 4EQ.

Email: kev@phonicasurveyors.com

Telephone: 07825 862 756

- We will acknowledge receipt of your complaint within **7 calendar days** of receiving it.
  - Your complaint will be investigated by the Complaints Officer, or another suitably senior person if the complaint relates to them.
  - We will provide you with a written outcome of our investigation within **28 calendar days** of the acknowledgement. This will include:
    - A summary of your complaint
    - Our investigation findings
    - Our proposed resolution
  - If we are unable to meet this timetable, we will update you in writing, explaining the reason for the delay and confirming a revised timescale.
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#### Stage 2 – Independent Redress

If you remain dissatisfied after our final response, you may refer your complaint to an **independent redress mechanism** approved by RICS.

For **Consumer and Business to Business Clients: RICS Dispute Resolution Service**

<https://www.rics.org/dispute-resolution-service>

Redress mechanisms are independent, and their decision will be final and binding on us, though not on you.

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### 3. Record Keeping

- We will maintain a written log of all complaints, investigations, and outcomes for at least **6 years**.
  - This log will be available for inspection by RICS upon request.
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### 4. Confidentiality

All complaints will be handled with appropriate confidentiality and in compliance with data protection legislation.

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### 5. Monitoring & Review

This procedure will be reviewed annually to ensure continued compliance with RICS requirements and best practice.

tel: 07825 862 756 email: kev@phonicasurveyors.com web: www.phonicasurveyors.com