

GNA Surveyors Ltd

Complaints handling procedure (CHP)



As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage 1 of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage 2.

Stage 2 gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage 1: If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you do this to make sure that we have a full understanding of the reasons for your complaint. Please send to:

Mr R P Clarke BSc MRICS (Director)

GNA Surveyors Ltd
23 Musters Road
West Bridgford
Nottingham
NG2 7PP
Email address: rpc@gnass.co.uk
www.gna-surveyors.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you an immediate full response, we will update you within 28 days.

Stage 2: If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following: the **Ombudsman services: Property** (OS: P) - *formerly known as The Surveyors Ombudsman Service (SOS)*.

This service is free to consumers and can consider any consumer complaints.

The contact details for OS: P are:

Ombudsman Services: Property
PO Box 1021 Warrington WA4 9FE
Tel: 0845 050 8181 or 01925 530 270
Fax: 0845 051 1213 or 01925 530 271
Email: enquiries@os-property.org
Website: <http://www.os-property.org>

In respect of complaints received from persons or organisations in a business capacity, we will follow the RICS Dispute Resolution Service (DRS).

The contact details for DRS are:
RICS Dispute Resolution Service
Surveyor Court, Westwood Way, Coventry CV4 8JE
Telephone: 020 7334 3806
Fax :020 7334 3802
Email: drs@rics.org www.rics.org/drs