

CLIENTS' COMPLAINTS PROCEDURE

Even in any well regulated Company, there may be occasions when a client's complaint is received and whilst this is regretted, nevertheless Richard Jackson Building Consultants ('Richard Jackson') take such issues very seriously.

If you do not have satisfaction from any initial verbal complaint, then we have in place a defined system for handling any such matters, which is free of charge to our customers (except when both sides agree to mediation outside our complaints procedure). This Charter sets out the complaints procedure which we will follow:-

1. A Director at the Office has been appointed to deal with complaints and you should, therefore, not hesitate to contact:-

Simon Hopkins DipProMan MRICS MAPM
Richard Jackson Building Consultants
847 The Crescent
Colchester
Essex
CO4 9YQ

Telephone: 01206 228800

2. Where your complaint is initially made orally and you do not feel that a satisfactory response has been obtained, you will then be requested to send a private and confidential written summary of your complaint to the above Director.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven days, to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any additional comments that you may have in relation to this.
4. Within 28 days of receipt of your written summary, we will write to you, in order to inform you of the outcome of the investigations and to let you know what actions have been, or will be taken.

5. If the complaint is not resolved to your satisfaction, and you are a private individual client, you may refer the matter to the Ombudsman Service: Property, the contact details of which are:

Ombudsman Service: Property
PO Box 1021
Warrington
WA4 9FE

T: 0330 440 1634
E: enquiries@os-property.org.
W: www.os-property.org

6. If the complaint has still not been resolved to your satisfaction, and you are a business client, you may refer the matter to the Arbitration Procedure for Surveying Disputes run by IDRS Ltd, the contact details of which are:

Arbitration Procedure for Surveying Disputes
IDRS Limited
24 Angel Gate
City Road
London
EC1V 2PT

T: 020 7520 3800
F: 020 7520 3829
E: info@idrs.ltd.uk
W: www.idrs.ltd.uk/business/surveyorsb2b.asp