

Complaints Handling Procedure

Definition: A complaint is any expression of customer or client dissatisfaction, whether justified or not, communicated verbally, electronically or in writing

GHP Consultancy operates the following complaints procedure;

1. If you have a question or if you would like to make a complaint, please don't hesitate to contact our Managing Partner on 01344 304 800.
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 The Managing Partner, GHP Consultancy, 11 Milbanke Court, Milbanke Way, Bracknell, Berkshire, RG12 1RP.
3. Once we have received your written complaint, we will contact you in writing within 2 weeks. 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 one month of receipt of your written summary, we will write to you to inform you of the outcome of our 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 us to discuss the matter, and we will endeavour to conduct a separate review of your complaint.
6. If you remain dissatisfied with any aspect of our internal handling of your complaint and/or review, then we can discuss whether we can agree to go to mediation according to either the Centre for Effective Dispute Resolution (CEDR) or the mediation process run by the Royal Institution of Chartered Surveyors
7. If you are still unhappy with the result of the above, you can refer your complaint to the Surveyors Arbitration Scheme if it falls within the scope of the Scheme.

The Partners of GHP Consultancy will monitor and review this policy on an annual basis.

Complaints Handling Procedure approved August 2004. Reviewed August 2006.

Paul D Davies
Managing Partner