
Complaints Handling Procedure

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed to deal with your complaint. If you have a question or if you would like to make a complaint, please do not hesitate to contact him. Details are set out below:

Mr Luke Banks
Banks Chartered Surveyors
Oakdene
Grange Lane
Hutton
Preston
PR4 5JH

Tel: 07857 877925

2. If you have initially made your complaint verbally, please also make it in writing addressed to Mr Luke Banks above. This is to ensure that we fully understand exactly what your complaint is. You should also state when and to whom the oral complaint was made.
3. The first stage of our complaints handling procedure will involve full consideration of your complaint by Mr Luke Banks on behalf of Banks Chartered Surveyors. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Mr Banks investigation into your complaint the matter will conclude.
4. We will consider your complaint as quickly as possible and provide a response within 3 days. We will provide you with the full response, or if that is not possible an update on what is happening with your complaint within 28 days of receipt of your complaint.
5. However, if we cannot agree on how to resolve the complaint, or if you remain dissatisfied then the CHP has been exhausted and the procedure moves to the second stage. Consumers have 12 months to refer their complaint to TPO.
6. The second stage is to move to an independent dispute resolution service which is either:
 - i) For Consumer Clients:
The Property Ombudsman Limited
Tel: 01722 333 306
Fax: 0845 051 1213
Email: admin@tpos.co.uk
Internet: www.tpos.co.uk
 - ii) For Business Clients:
The Centre for Effective Dispute Resolution (CEDR)
100 St. Paul's Churchyard
London EC4M 8BU

Tel: 0207 536 6000
Email: info@cedr.com
Internet: www.cedr.com

The procedures adopted by those independents vary in each case.

7. Banks Chartered Surveyors is regulated by the RICS for the provision of surveying services. This means we agree to uphold the RICS Rules of Conduct for Firms and all other applicable mandatory professional practice requirements of the RICS, which can be found at www.rics.org. As an RICS regulated firm we have committed to cooperating with RICS in ensuring compliance with its standards. The firm's nominated RICS Responsible Principle is Luke Banks MRICS FAAV.