

Evans Jones Ltd – Complaints Handling Procedure

As a Company Regulated by the RICS we are required by the RICS Firm's Code of Conduct to operate a Complaints Handling Procedure. If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

Stage One

1. A person has been appointed to deal with complaints, and you should not hesitate to contact the relevant Director: Ian Eggleton 01242 531413 or ian.eggleton@evansjones.co.uk
2. Should your complaint be against the above named person, please Contact: David Jones 01242 531411 or david.jones@evansjones.co.uk
3. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.
4. 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 comments that you may have in relation to this.
5. Within twenty one days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation and to let you know what actions have been or will be taken.

Stage Two

If you are still unhappy after the completion of steps 1 to 5 above we operate the following redress mechanisms approved by RICS:

Members of the General Public/Individuals (web based):

Centre for Effective Dispute Resolution (CEDR)
T. +44 (0)20 7520 3800 E. applications@cedr.com
Web. <https://www.cedr.com/consumer/rics/>
70 Fleet Street, London, EC4Y 1EU

Businesses:

RICS Dispute Resolution Service Surveyor Court
Westwood Way, Coventry, CV4 8JE
T. 020 7334 3806 E. drs@rics.org
Web. www.rics.org/drs