

Complaints Handling Procedure

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Our Complaints handling procedure has three stages. Stage one 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 two. Stage two gives you the opportunity to outline your dissatisfaction with our initial response and for us to reconsider the case for a final time in the hope of reaching a satisfactory conclusion. If a satisfactory conclusion cannot be reached, Stage three gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, In this case, CEDR (Centre for Effective Dispute Resolution).

Stage One

If you have spoken to us about your complaint verbally, we would then ask you to put the details of your complaint in writing via email. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Miss Jana Vatrlova (Director)

info@buildinginitiative.co.uk

Please bullet point all issues and provide any evidence to support your claim. We will consider your complaint as quickly as possible and will acknowledge receipt of your written complaint within 7 working days. If we are not able to give you a full response, we will update you within working 28 days. We will take all reasonable steps to resolve your complaint and may ask to revisit the property. This will hopefully address your concerns through providing additional information where possible.

Stage Two

If you are unhappy with our initial Stage One response, please outline, in writing, your dissatisfaction and the reasons why. We will then review your complaint again and seek to reach a conclusion that is satisfactory both to you and Building Initiative Ltd.

Stage Three

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. We have chosen to use the following redress providers: You cannot raise a complaint to the dispute resolution service until you have raised a formal complaint to your Surveyor.

For Consumer Clients in relation to Surveying and Professional Services

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street, London, EC4Y 1EU 0207 520 3800,
applications@cedr.co.uk, www.cedr.com

The dispute resolution service is free for you to use and considers all information provided by you and the Surveyor. They provide their independent opinion on the delivery of the Service by the Surveyor. If you are unhappy with the decision from the dispute resolution service, you can ask for a further review by another person at CEDR. If after this further review, you are still unhappy then you can seek to look to reclaim your losses through the legal system.