



Wakeman team

Chartered Surveyors,
Estate Agents and Valuers

WAKEMAN CHARTERED SURVEYORS' COMPLAINTS PROCEDURE

It is the aim of Wakeman Chartered Surveyors, Estate Agents & Valuers to provide an efficient service to its customers. However, sometimes things go wrong, and if you have any cause for complaint, then the following procedure will be implemented: -

1. If you have spoken to us about your complaint, please put the details of the complaint in writing. This will avoid any misunderstanding as to the problems you have experienced, and allow us to have a full understanding of the reasons for your complaint. Please send your written complaint to: Mr Nicholas Wakeman, Wakeman Chartered Surveyors, Estate Agents & Valuers, 202 Wolverhampton Street, Dudley, DY1 1ED. Alternatively, you can email it to dudley@wakeman-online.com
2. Once we have received your written complaint, we will contact you in writing within seven days, to inform you of our understandings of the circumstances leading to your complaint. If appropriate, you may be invited to make any comments you may have in relation to this.
3. Following the provision of any additional information, or possibly a reinspection of your property, the matter will be investigated further. We will write to you within a further twenty eight days, to advise you of the outcome, and to let you know what actions have been or will be taken.
4. 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, as approved by RICS Regulatory by the Board. They have chosen to use the following redress providers:
 - For estate agency clients – The Property Ombudsman (TPO), Milford House, 43/45 Milford Street, Salisbury, Wiltshire, SP1 2BS. Contact: 01722 333 306, www.tpos.co.uk
 - For professional, surveys, valuation and business to business clients – CEDR, <https://www.cedr.com/alternative-dispute-resolution-processes>

www.wakeman-online.com

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Regulated
by RICS



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