

Corporate Complaints Handling Procedure

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1. Requirement

Elvet Chartered Surveyors are required to operate a Complaints Handling Procedure is in place to provide anyone affected by our service's the ability to raise a complaint regarding any dissatisfaction of the services that we have completed.

Our Complaints Handling Procedure is in accordance with our third-party accreditations to the following bodies:

- ISO:9001 Quality Management
- Royal Institution of Chartered Surveyors (RICS) Rules of Conduct for Regulated Firms.

Furthermore, availability of our CHP is also required to be open to anyone whom our accreditation bodies deem to be owed a duty of care to as a result of the service being provided by Elvet Chartered Surveyors.

Our CHP ensures or customers are provided with the following information:

- contact details for the person with whom initial contact can be made;
- a timescale for both the acknowledgement of a complaint and for a timescale within which a complete outcome will be reached;
- the right for the complainant to seek a separate review by an appropriately qualified person;
- the availability of mediation to allow both parties to reach an agreed outcome; and,
- the right for an independent third-party decision in the event of an unsuccessful outcome or the complainant being dissatisfied with the result of the initial investigation, separate review or mediation.



2. Contact Us

Elvet Chartered Surveyors are committed to providing a professional customer focussed service. Sometimes despite our endeavours you may have a complaint regarding our service, which we will strive to remedy as soon as possible.

If you do feel that you have a complaint, please do not hesitate to contact us via:

Mail: Complaints Manager
 Elvet Chartered Surveyors
 Unit 5, The Greenhouse
 Greencroft Industrial Park
 Annfield Plain
 Stanley
 Durham
 DH9 7XN

Tel: (01207) 524 823

E-mail: support@elvetcharteredsurveyors.co.uk

We will deal with your complaint in accordance with our Complaints Handling Procedure, as defined within section 3 of this document.



3. Complaints Handling Procedure

Stage 1

Initially, upon receipt of the complaint the Complaints Manager will acknowledge receipt within two working days in writing, which will confirm the lead officer assigned to investigate the complaint and the steps to resolve the issues including estimated timescales.

The Complaints Manager will assign the senior office responsible for the commission to resolve the complaint with the complainant, be that the client or any person owed a duty of care by Elvet Construction Consultants.

The senior officer will contact the complaint within one working week to try and resolve the issues. The outcome of these discussion will be confirmed in writing one working week after the initial contact, confirming the outcomes of the discussions.

The following procedure will be followed:

- Formally respond in writing either in a letter or email depending upon the most appropriate method.
- The details of the complaint and agreements reached must be logged in the Complaints Register, with the following information stored:
 - Complainants contact details
 - Project reference / Job number
 - Nature of complaint
 - Outcome of the complaint.

Stage 2

If the matter cannot be resolved at Stage 1 the complainant should raise the matter with the Complaints Manager either verbally or in writing.

If the initial complaint was received verbally we will contact the complainant to ascertain the full facts of the issue and try to resolve the matter without it escalating to a formal Stage 2 complaint. The outcome of these discussions will be confirmed in writing.

If it cannot be resolved in this manner we will request the complainant provides a formal written complaint escalating the matter to a Stage 2 complaint.

Within 7 days of receipt of a formal, written complaint, the Complaints Manager will write to the complainant to:

- confirm receipt of the written complaint;
- confirm their understanding of the complaint, or seek further information as required; and,
- confirm the programme and timescale for the internal investigation.
- reaffirm that accessing our complaints procedure does not affect their statutory rights



Elvet Chartered Surveyors will require the complainant to confirm receipt and acceptance of the methods proposed to resolve the issue to the Complaints Manager's in writing. At this point, the formal investigation will commence involving all key stakeholders that will help resolve the complaint.

The outcome of the initial investigation undertaken by the Complaints Manager will be confirmed in writing within 21 days. The written confirmation will include the methodology, measures and results of the investigation to ensure that the customer receives all the information necessary to confirm acceptance of our recommendations to close the issue.

Stage 3

Should the complainant be dissatisfied with the outcome of the initial investigation, the complainant has the right to seek a separate review, which will be undertaken by a Company Director not associated with the project.

To escalate the matter to Stage 3, we will require a formal, written request from the complainant.

Within 7 calendar days of receipt of a formal, written request to escalate the complaint to a Stage 3, one of our Director's will be assigned to review the case. The Director assigned, will respond to the complainant to:

- confirm receipt of the written complaint;
- confirm their understanding of the complaint, or seek further information as required; and,
- confirm the programme and timescale for the internal investigation.
- reaffirm that accessing our complaints procedure does not affect their statutory rights

The outcome of the investigation undertaken by the Director will be confirmed in writing within 21 days from the date the Stage 3 complaint commenced. The written confirmation will include the methodology, measures and results of the investigation to ensure that the customer receives all the information necessary to confirm acceptance of our recommendations to close the issue. This will also summarise any discussions held between the complainant and the Director during the investigation including any agreements to resolve the matters.

If either party is dissatisfied with the outcome of the separate review, Elvet Chartered Surveyors are register with Alternative Dispute Resolution (ADR) schemes which our clients can refer the case to, please refer to section 5 for further details.



4. Third Party Complaint

If the company receives a complaint regarding another service provider that does not form part of our agreed services we will advise the complainant that they will need to contact the third party to resolve the issue. We will always try to provide all of the necessary contact details to allow the complainant to contact the relevant party.

In addition to the above we will forward the complaint to the relevant third party on behalf of the complainant whenever possible.

We will confirm our actions using the “CHP Acknowledgement Letter template, advising the complainant:

- Who you need to contact.
- How we have dealt with your initial complaint i.e. issued to third party.



5. Surveying Services Redress Mechanism

For all of our standard surveying services you have the right to refer any unresolved complaint to the Alternative Dispute Resolution (ADR) services.

Elvet Construction Consultants are registered with The Centre for Effective Dispute Resolution (CEDR) for domestic client related services.

CEDR is free for consumers to register a complaint for the services that we offer. The contact details are:

The Centre for Effective Dispute Resolution
70 Fleet Street
London
EC4Y 1EU

Tel: 0207 536 6116
Email: applications@cedr.com
Web: www.cedr.com/consumer/rics/

Business clients can refer the issue to the RICS Dispute Resolution Service (commonly referred to as: Surveyors Arbitration Scheme) if the scheme agrees to take on the complainant's case. This independent scheme offers use in the event of an unsatisfactory outcome to resolving a complaint.

In proceeding to this stage, the scheme requires the complainant to pay a £117.50 appointment fee with their surveyor required to pay a £235 fee. However, this fee will be refunded if you win your case. If the scheme finds in your favour, financial compensation can be awarded.

The contact details for this RICS scheme are as follows:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA
Tel: 020 7334 3806
Fax: 020 7334 3802
Email: drs@rics.org
Web: www.rics.org/drs



6. How to raise a concern

For further information or advice in relation to this CHP please do not hesitate to contact us on 01207 524 823 or support@elvetcharteredurveyors.co.uk.