

Crown House
25-25A Turners Hill
Cheshunt
Hertfordshire
EN8 8NJ

Tel: 01992 785 007
Fax: 01992 785 022

compliance@metropolis-surveyors.com

COMPLAINTS HANDLING PROCEDURE: CUSTOMERS

Metropolis Surveyors LLP aim to provide a professional service to lenders, applicants, brokers and panel managers, however there will be occasions where a party expresses dissatisfaction with the service provided.

If you have a complaint, in accordance with Rule 7 of the Rules of Conduct for Firms under RICS Regulations, the procedure outlined below will be followed.

The Compliance Director has overall responsibility for the complaints procedure at Metropolis Surveyors LLP. A complaint is described as any expression of dissatisfaction related to the service, staff or surveyors received from someone to whom the firm owes a duty of care. Under certain circumstances, complaints will be accepted from other parties where they are directly affected by our service.

Any verbal complaints will be requested in writing to be sent to compliance@metropolis-surveyors.com. If this is not possible, details will be taken and confirmed back to the complainant in an email or letter.

STAGE ONE

Upon receipt, the complaint will then be dealt with in line with the RICS approved Complaints Handling Procedure by:

- Acknowledgement of the complaint within two working days (where possible)
- Case review and consideration of the complaint by the Compliance team to produce a full response or an update within 28 days.

If the complaint cannot be resolved to the complainant's satisfaction, the complainant will be advised to refer the matter to an independent RICS approved third party with the authority to award redress.

STAGE TWO

The RICS Regulatory Board has approved the following for use by Metropolis Surveyors. The Centre for Effective Dispute Resolution (CEDR) is the default ADR for regulated firms in the UK, is free to consumers and will consider any consumer complaint. The contact details are:-

CEDR
70 Fleet Street
London
EC4Y 1EU

Tel: +44 (0)20 7536 6000 | Fax: +44 (0)20 7536 6001 | Email: info@cedr.com
Contact form: <https://www.cedr.com/contact/>

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