

Complaint Handling Procedure

This Procedure sets out how CSquared would deal with any complaint made against a Partner or Employee.

The following person has been appointed to be the first point of contact for a complaint:-

Edward Le Masurier BSc (Hons) MRICS
CSquared Real Estate
26 Queen Square
Bristol
BS1 4ND

0117 973 1474
Ed.Lemasurier@Csquaredre.co.uk

Where a complaint is made verbally, a written summary of the complaint will be requested addressed to the first point of contact above.

Once CSquared have received a written summary of the complaint, they will send written confirmation within seven days to inform of their understanding of the circumstances leading to the complaint, whereby the Complainant will be invite to make any comments that they may have in relation to this.

Within 21 days of receipt of the initial written summary the first point of contact will write to the Complainant to inform them of the outcome of the investigation into their complaint and to let them know what actions CSquared have/or will be taking.

If the Complainant remains dissatisfied with any aspect of our handling of the complaint, then they can:

- a) Private Clients
Should CSquared not be able to resolve the matter promptly through negotiation, then the Complainant should contact the **Ombudsman Services: Property** (formerly Surveyor Ombudsman Service), PO Box 1021, Warrington, WA4 9FE or,
- b) Business Clients
Should CSquared not be able to solve the matter promptly through negotiation, the Complainant should contact the **Neutral Evaluation Procedure for Surveying Disputes** (formerly SAS) which is operated by the Dispute Resolution Service Limited, 24 Angel Gate, City Road, London, EC1V 2RS and from whom details of the scheme may be obtained.

February 2023