

Appendix B

Guide to complaints

Listening, learning and improving



e.surv
Chartered Surveyors

We value your opinion

At e.surv Chartered Surveyors, we strive to consistently provide our customers and clients with the highest possible standard of service.

We therefore take a positive approach to complaints - ensuring we always listen, learn and improve.

We understand that things don't always go to plan and there will be times when we will fail to live up to customer or client expectations. When this happens, we would like you to tell us and we will do our very best to put things right as quickly, courteously and efficiently as possible.

We hope to resolve any issues as soon as we've been made aware of them, however, if you feel we have not achieved this, we have clear and simple procedures in place to ensure your case is handled fairly, sensitively and in line with the requirements set by the Royal Institution of Chartered Surveyors (RICS).

Note: Any references to e.surv in this document also includes Walker Fraser Steele (e.surv's trading name in Scotland).

About this guide

This guide explains:

1. How you can complain if you wish to.
2. What will happen when your complaint is received?
3. What you can expect e.surv to do as a result of receiving your complaint.

What is a complaint?

For the purpose of this guide, a complaint is defined as:

An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by e.surv Chartered Surveyors, its staff or

contractors wherein detriment is perceived to have occurred.

If you decide to express dissatisfaction via any channel, this is deemed as a complaint.

It's important to remember that reporting a fault or a problem is not necessarily a complaint, but simply a request for service.

Who can complain?

Anyone dissatisfied with the service, actions or lack of action from e.surv, or someone acting on our behalf and with our permission, can use this complaints procedure.

How are complaints categorised?

Generally, complaints at e.surv are categorised as:

1. Precompletion of a property purchase, a transfer of equity and/or refinancing
2. Postcompletion of a property purchase, a transfer of equity and/or refinancing.

Complaints relating to a service e.surv has provided on behalf of a Lender

Where the complaint relates to a valuation opinion or a service we have provided to one of our Lender clients, please refer to the Lender in the first instance. The Lender may then contact e.surv during their investigation of the issue.

Complaints relating to one of e.surv's panel firms

e.surv act as Panel Managers for a number of Lender clients and, in that capacity, distribute instructions to selected valuer/surveyor firms. Where a complaint relates to a report completed by a panel firm, e.surv will work in conjunction with our Lender client to assist in providing an appropriate resolution.

It may not be appropriate for e.surv to get directly involved as the panel firm will be subject to RICS regulation and will be required to adhere to their complaints handling process/guide.



How to complain

If you are not satisfied with our service, please contact us using the details below:



customercare@esurv.co.uk



01536 534098

Customer Care Department
e.surv Chartered Surveyors
Unit 1, Orion Park
Orion Way
Kettering
Northamptonshire
NN15 6PP

When submitting your complaint, please provide the following details:

- full name
- address
- preferred contact details
- details of your concerns including any information you consider is relevant and supportive of your position

What to expect after you've complained

Precompletion complaints

Precompletion complaints will be referred to our Customer Care Team.

We will acknowledge receipt of your complaint as per our Lender client's instructions or within 24 hours.

We will complete a thorough investigation of the issue to ensure we have fully understood your concerns and we will provide a comprehensive response or update within 15 working days, or in accordance with our Lender client's agreed service standards.

We will also provide you with details of the person handling your complaint, along with a unique reference number.

This process also provides you with a documented record of your complaint if required later.

Postcompletion complaints

Postcompletion complaints will be referred to our Claims Team.

We will acknowledge receipt of your complaint within 48 hours and will provide you with details of your appointed Claims Handler, along with a unique reference number.


Our investigations may involve a visit to your property by an e.surv representative. Where a visit is considered appropriate, we will arrange a suitable time with you.

Within 15 working days of receipt of your complaint, we will either provide a full response to the matter(s) you have raised or, if investigations are not complete, we will provide an update on progress and explain when we anticipate being able to provide a full response.

Still dissatisfied?

If, after receipt of our response, you are still dissatisfied, please contact our Customer Care Director:

Charles.Phayer@esurv.co.uk

 Mr Charles Phayer
Customer Care Department
e.surv Chartered Surveyors
Unit 1, Orion Park
Orion Way
Kettering
Northamptonshire
NN15 6PP

We will review your complaint and provide a written response to you within 14 days.


Independent redress

e.surv is regulated by the Royal Institution of Chartered Surveyors (RICS). Under the RICS Rules of Conduct for firms, as part of an effective complaints handling procedure, we must make provision to refer unresolved complaints to an independent third party with the authority to award redress.


The redress facility is available to those customers with whom e.surv has a relationship in contract and/or tort.

If, after the Customer Care Director has reviewed your case, you remain dissatisfied

with any aspect of our handling of your complaint, please contact:

 Consumer Services CEDR Independent Adjudication Service (RICS)
Centre for Effective Dispute Resolution
100 St Paul's Churchyard London
EC4M 8BU

 applications@cedr.com

 020 7536 6116

www.cedr.com/consumer/rics

Note: This facility may not be available for complaints that relate to valuation opinion. These complaints will be referred, where necessary, to the instructing Lender client and our response will accord with any specific requirements they may have.