

At Squire Surveyors our aim is always to meet your expectations and deliver sound and reliable advice.

Sometimes, however, you may have cause to question our service either because you are not happy or are not clear about something.

In such circumstances we will do everything possible to answer your questions promptly and clearly.

In the first instance, please give us a clear description of your question or concern to make sure that we have a full understanding of it. You can do this by writing or emailing to us at:

Squire Surveyors Ltd  
132 Bradbury Road,  
Winsford  
Cheshire,  
CW7 3HT  
tom@squiresurveyors.co.uk

The following procedures will be followed:

#### **Stage 1: Internal Complaints Procedure**

1. If a verbal complaint is made; the complainant will be requested to make its complaint in writing.
2. On receipt of a written complaint, the complaint will be acknowledged within 7 days.
3. The complaint will be given full consideration by the appointed person.
4. Every effort will be made to respond fully to the complaint within 28 days but occasionally, if the matter is complex, we would advise that 42 days may be required, we would advise you of this within 28 days. If the complaint cannot be responded to fully; an update will be given.
5. If the complaint cannot be resolved; the complainant will be advised in writing that the internal complaints procedure (Stage 1) has been exhausted. Details of the independent redress mechanism (Stage 2) will be included.

#### **Stage 2: Independent Redress Mechanism**

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an independent redress mechanism should they wish to. Our final response must be issued to you before you can refer your concerns to The Property Ombudsman, if it is within eight weeks of you contacting us with your complaint. Following our final response, you have three months to refer your complaint to The Property Ombudsman if necessary.

The independent redress mechanism used by Squire Surveyors is:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
01722 333306  
www.tpos.co.uk admin@tpos.co.uk