

Abels Surveyors Ltd

Staddle Stones

Burleigh Tor

GL5 2PZ

info@abelssurveyors.co.uk Tel: 03331210100.

Complaints Procedure

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. John Dyer is appointed to deal with complaints. He is based at Staddle Stones Burleigh Tor Burleigh GL5 2PZ and can be contacted there in writing or by email, or telephone.
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to John Dyer.
3. Once we have received your written summary of the complaint, we will contact you in writing or by email within seven days (except where the office is closed due to holidays) to inform you of our understanding of the complaint and what action has been taken.
4. Within twenty eight days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and let you know what actions have or will be taken.
5. If after 8 weeks you are dissatisfied with our handling of your complaint or we are unable to reach a mutually satisfactory agreement or you feel the complaint has not been progressed, you should contact The Property Ombudsman, Milford House, 43-55 Milford Street Salisbury SP1 2BP. 01722 335458. www.tpos.co.uk