



30 Jessops Riverside, 800 Brightside Lane, Sheffield S9 2RX

Tel: 0114 2435500 | **Fax:** 0870 7442200

Email: info@environmental-surveyors.com | **www.environmental-surveyors.com**



**WILBOURN
ASSOCIATES**

**Chartered
Environmental
Surveyors**

Complaints Handling Procedure – Commercial Clients

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

1. A person has been appointed in this office to deal with complaints and you should not hesitate to contact the relevant person. Details are set out below:

Philip Wilbourn BSc CEnv FRICS

Wilbourn Associates Limited
30 Jessops Riverside
800 Brightside Lane
Sheffield
S9 2RX

Tel: 0114 2435500
Fax: 0870 7442200

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one 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 to let you know what actions have been or will be taken.
5. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors Arbitration Scheme operated by the Chartered Institute of Arbitrators at the following address:

Surveyors Arbitration Scheme
IDRS Limited
24 Angel Gate
City Road
London
EC1V 2PT

Tel: 020 7520 3800
Fax: 0845 1308 125