



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

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

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**WILBOURN
ASSOCIATES**

**Chartered
Environmental
Surveyors**

Complaints Handling Procedure - Consumers

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 you remain dissatisfied with any aspect of our handling of your complaint then you can contact the Surveyors Ombudsman Service, the details for which are given below.

Surveyors Ombudsman Service
PO Box 1021
Warrington
WA4 9FE

Tel: 0330 440 1634 or 01925 530 270
Fax: 0330 440 1635 or 01925 530 271