

## COMPLAINTS HANDLING PROCEDURE FOR BUSINESSES

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact them.

Their details are set out below:

**Mr Anton Bree, 49 Upperton Lane, Eastbourne, BN21 2DB**

**Tel: 01323 320333**

**Email: [anton@breeprenton.co.uk](mailto:anton@breeprenton.co.uk)**

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. We will acknowledge receipt of your written summary, following which, the person dealing with your complaint will write to you again within thirty days in order to inform you of the outcome of the internal investigation, and to let you know what actions have been or will be taken.

4. If you are dissatisfied with any aspect of our handling of your complaint, you should contact the following:

- a. If you are a consumer and wish to make a complaint, please contact the Surveyor's Ombudsman Services:-

Consumer Complaints – Ombudsman Services Property

Tel: 0330 440 1634

Email: [enquiries@os-property.org](mailto:enquiries@os-property.org)

Web: [www.os-property.org](http://www.os-property.org)

- b. If you are a business complainant please contact:

Business Complaints – Arbitration/Neutral Evaluation Procedure for Surveying Disputes.

This scheme is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services, 12 Bloomsbury Square, London, WC1A 2LP from whom you can obtain details.

You may also refer your complaint to the Surveyor Ombudsman Scheme in Scotland. The Ombudsman's details are Surveyor Ombudsman Scheme, PO Box 21537, Stirling, Scotland, FK8 3YD.