

Lamberts Complaints Handling Procedures (November 2018 – Version 8)

1. The following Divisional Heads deal with complaints and you should not hesitate to contact the relevant person:
 - Building Consultancy Division: Paul Vanson (Tel: 020 7148 6793)
 - Commercial Division: Henry Johnson (Tel: 029 2066 0138)
 - Residential Division: David Parkin (Tel: 020 7520 2317)
 - Property Management Division: William Heneker (Tel: 020 7148 6784)
2. In the event of a conflict of interest (i.e. where a complaint is made against a Divisional Head), the complaint will be referred to another Divisional Head and the complainant given their details.
3. If the complaint was made orally, we request that a written summary of your complaint is sent to the person dealing with it.
4. Once we have received your written summary of the complaint, we will contact you in writing within fourteen 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.
5. Within 21 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.
6. If you still remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review (or if more than 8 weeks has elapsed since your complaint was first made), you are entitled to refer your complaint to one of the following independent redress schemes of which Lamberts is a member, without charge:-

If you are a member of the general public	If you are a member of the general public	If you are a business
<p>For property management & agency complaints</p> <p>Property Redress Scheme Premiere House 1st Floor, Elstree Way Borehamwood WD6 1JH</p> <p>Tel: 0333 321 9418 info@theprs.co.uk www.theprs.co.uk</p>	<p>For non property management & agency complaints (e.g. valuation work)</p> <p>CEDR 70 Fleet Street London EC4Y 1EU</p>	<p>RICS Dispute Resolution Service (DRS) Surveyor Court Westwood Way Coventry CV4 8JE</p> <p>Tel: 020 7334 3806 drs@rics.org www.rics.org/drs</p>

Should you require any assistance in this matter please do not hesitate to contact me.

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