



Complaints Handling Procedure

This document sets out the Complaints Handling Procedure (CHP) for our RICS regulated firm. We are committed to providing a high-quality service to all our clients and stakeholders. If something goes wrong, we want you to tell us about it so we can resolve the issue and improve our standards.

1. How to Make a Complaint

If you have a complaint, please contact us by email or post. We ask that you provide as much detail as possible so we can investigate thoroughly.

Complaints should be sent to the Complaints Officer:

Email: info@oliverjamesurveyors.com

Address: 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ

2. Stage One – Review and Formal Response

We will acknowledge receipt of your complaint within 7 calendar days. Your complaint will then be investigated by our designated Complaints Officer, who will provide a written response within 28 days of acknowledgement. If we are unable to respond fully within this timescale, we will update you with the reason and indicate when a full response will be provided.

3. Stage Two – Alternative Dispute Resolution (ADR)

If you are not satisfied with the response, you may refer your complaint to an independent Alternative Dispute Resolution (ADR) provider approved by RICS. The following redress scheme, which we adhere to, will be applicable for your case.

Centre for Effective Dispute Resolution (CEDR)

CEDR Services Ltd

Website: <https://www.cedr.com/consumer/rics/overview/>

Email: surveyors@cedr.com

Phone: 020 7536 6116

Post: 100 St Paul's Churchyard, London, EC4M 8BU

