



**Mike Parsons MRICS Chartered Surveyor, independent local surveyor - Bristol**

I am sorry that you are dissatisfied with the service that I provided to you as my client.

As a regulated RICS firm I have a complaints handling procedure (CHP) which meets the regulatory requirements:

Stage one of the CHP gives me the opportunity to review and consider your complaint in full. I will try to resolve your complaint to your satisfaction. If you are not happy with my response, you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

### **Stage 1**

If you have spoken to me about your complaint, please put the details of your complaint in writing. This will ensure that I have a full understanding of the reasons for your complaint.

Please contact me by email or letter giving me brief details of what the problem is. Please leave me your name, contact telephone number and address of the property.

To contact me:

Mobile: 07852 879 330  
Email: [mikeparsons@spsurveyors.co.uk](mailto:mikeparsons@spsurveyors.co.uk)

Write to:  
6 Downs Cote View  
Westbury on Trym  
Bristol, BS9 3TU

I will contact you within 7 days to discuss your complaint.

If after our initial discussions, further investigation is necessary, I will arrange an inspection visit at your property within 21 days.

I aim to write to you within 28 days to let you know the outcome of my investigations and details of any proposed actions to resolve your complaint.

If for any reason, I am unable to complete my investigation within 28 days, I will contact you to advise you of the reason for the delay, and the expected timescale.

## Stage 2

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

**For Residential Clients:**

**Centre for Effective Dispute Resolution**

<https://www.cedr.com/consumer-disputes/homes-and-housing>

70 Fleet Street

London

EC4Y 1EU

United Kingdom

Telephone: 020 7520 3800

Fax: 0845 1308 117

Textphone: 020 7520 3767

Email: [applications@cedr.com](mailto:applications@cedr.com)

**For Business Clients only**

**RICS Dispute Resolution Service (DRS)** provides services to resolve disputes in land, property and construction. DRS services are only for business to business disputes. RICS firms can opt to use this scheme on an ad-hoc basis if disputes arise.

The contact details for the DRS are:

**RICS Dispute Resolution Service**

**Phone:** 020 7334 3806

**Email:** [drs@rics.org](mailto:drs@rics.org)

**Post:** Surveyor Court, Westwood Way, Coventry, CV4 8JE

**Website** [www.rics.org/drs](http://www.rics.org/drs)



**RICS**

the mark of  
property  
professionalism  
worldwide