

Complaints Handling Procedure (CHP)

If you require clarification on a survey issue advised by the surveyor from GOTO Surveyors Ltd., then please email and ask for a return call to discuss the issue with your inspecting surveyor in the first instance, to see if they can help resolve the matter.

As a regulated RICS firm, we have in place a CHP, which meets the RICS regulatory requirements. Our CHP has three stages:

Stage One of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage Two.

Stage Two gives you the opportunity to have your case reviewed by a Director of GOTO Surveyors Ltd for a Final Response.

Stage Three gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

In all but exceptional cases, complaints will be dealt with by the end of an 8-week period following the receipt of your original complaint, at which point GOTO Surveyors Ltd will have given you a Final Response letter.

Stage One

If you have spoken with us about your complaint, please put the details of your complaint in writing. We ask that you do this to make sure that we have a full understanding of the reasons for your complaint.

We will acknowledge receipt of your complaint within 7 days and consider your complaint as quickly as possible (and enclose a copy of this CHP procedure document).

What will we do to resolve your complaint?

Investigation:

Once we have a good understanding of your concerns, we will make enquiries to verify information, carry out an audit of the advice we have provided and liaise with other parties as necessary (in most cases this investigation is carried out by Hugh Riley FRICS).

Inspection Assessment

In some cases where a defect is reported we may arrange for an experienced senior RICS qualified surveyor (in most cases Hugh Riley FRICS) from GOTO Surveyors Ltd to call at the subject property to prepare an assessment, which will be for our internal use only. We will advise you if this is necessary within 10 days of receiving your complaint.

If considered appropriate we may instruct independent loss adjusters at any stage, who will

undertake a review to assist us in reaching a resolution, this will be at our own cost.

If we are not able to give you a full Stage One Response, we will update you within 28 days.

Please send your written Stage One complaint to: **GOTO Surveyor Ltd Enquiries, GOTO Surveyors Ltd, The Hall Barn, Church Lane, Lewknor OX49 5TP, T: 01844 335560 enquiries@gotosurveyors.co.uk**

If we can resolve your complaint the matter will conclude; however, if you remain unhappy you may request the matter is escalated to Stage Two.

Stage Two – Final GOTO Surveyors Ltd Review and Final Response

If we are unable to agree on how to resolve your complaint from a Stage One Response, then you have the opportunity to take your complaint for Final Review by a Director of GOTO Surveyors Ltd (in most cases Nicholas Ainger MRICS). The Director will issue a Final Response on behalf of GOTO Surveyors Ltd.

The Property Ombudsman Consumer Guide will accompany the Final Response letter. Should you be satisfied with the outcome the matter will conclude; however, if we are unable to agree a resolution to your complaint you will have the opportunity to refer your complaint to the final stage of our complaint's procedure, and refer the matter to The Property Ombudsman.

Stage Three – Property Ombudsman

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:

The Property Ombudsman (TPO), Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP admin@tpos.co.uk

Please note that The Property Ombudsman will not investigate your complaint before you have completed our complaints procedure first and received a letter from us issuing a final response.

The Property Ombudsman will consider your complaint and consider any points already addressed by GOTO Surveyors Ltd. The Property Ombudsman may however refuse to investigate a complaint with reference to something that happened more than 12 months previously, or where you have referred your complaint to them more than 12 months following receipt of our response, settlement, or final offer.

The Property Ombudsman's Office may attempt to settle the dispute by agreement between yourself and GOTO Surveyors Ltd. If this is unsuccessful, they will consider all relevant factors and make a decision according to what they believe to be fair in all circumstances. The Property Ombudsman will send their decision both to you and GOTO Surveyors Ltd, following which you can accept or reject the decision provided. If you reject the decision of The Property Ombudsman your legal rights remain unaffected.