



Complaints Handling Procedure

Survey Wise

Effective from: 03/05/2025

1. Our Commitment

At **Survey Wise**, we strive to provide the highest standards of service. However, we recognise that there may be occasions when clients are not satisfied with our service. This policy outlines how we handle complaints to ensure they are resolved fairly, promptly, and transparently.

2. What Qualifies as a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, about the standard of service, actions, or lack of action by the company or its staff.

3. How to Make a Complaint

If you are dissatisfied with our service, you can submit a complaint using one of the following methods:

- **Email:** info@surveywise.uk
- **Phone:** 0800 014 9318 (Please follow up phone complaints in writing where possible.)

Please include:

- Your full name and contact details
 - The address or reference of the property concerned
 - Details of your complaint
 - Any supporting documents
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4. Complaint Handling Process

Stage 1: Initial Review

- We aim to acknowledge your complaint within **5 working days** of receipt.
- A staff member not directly involved in the matter will conduct an impartial review.



- A full written response will be provided within **15 working days**. If more time is needed, we will inform you of the delay and the reason.

Stage 2: Escalation

- If you are not satisfied with the response, you may request a review by senior management or the company director.
- A final decision will be issued within **15 working days** of escalation.

5. Independent Redress

If, after following our internal procedure, you remain dissatisfied, and your complaint relates to a valuation or other regulated activity, you may refer the matter to an independent ombudsman or redress scheme.

For UK businesses (example):

The Property Ombudsman (TPO)

Website: <https://www.tpos.co.uk>

Email: admin@tpos.co.uk

Phone: 01722 333 306

(Replace with the correct redress scheme applicable to your country or professional body.)

6. Record Keeping

All complaints are logged and reviewed periodically to help us improve our services. Records are kept securely in accordance with our privacy and data protection policies.

Contact for Complaints

Email: info@suveywise.uk

Phone: 0800 014 9318