

# Complaints Handling Procedure

If you have a complaint, this note sets out the procedure that we will follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person as detailed below.
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Within 21 working 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.
4. If you are dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiation.
5. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Centre for Effective Dispute Resolution (CEDR). The CEDR can be contacted by telephone on 020 7536 6116 or by email at [applications@cedr.com](mailto:applications@cedr.com).

All complaints will be investigated and dealt with at no cost to the complainant.

**Contact details:**

David Ellison MRICS, Director, Pinnacle Surveyors, Profile House, Stores Road, Derby DE21 4BD

Email: [enquiries@pinnaclesurveyors.co.uk](mailto:enquiries@pinnaclesurveyors.co.uk)

Telephone 01332 830202