



Whittle Jones – Complaints Handling Process

Commercial Clients (Business to Business)

Our objective is to deal with complaints promptly and professionally; in accordance with these procedures and with the intention of reaching a resolution in the shortest period of time.

Our Process

1. In the first instance if you need to make a complaint please refer it to the surveyor or member of our staff dealing with your case. It is often the case that simple issues can be resolved easily at this stage. If your complaint is not resolved satisfactorily at this point please confirm it in writing addressed to the Regional Manager (RM) of our regional office with which you are dealing.
2. We will acknowledge your formal complaint within 7 days with an objective of giving you a substantive response dealing with the matter within 28 days. We may invite you to make further comments during this period. If the RM is not able to deal with the matter the complaint will be referred by the RM to a Director of the company.
3. If your complaint is not resolved to your satisfaction at this stage then you are entitled to refer the matter to the independent redress scheme that we have nominated. This is:

Arbitration and Neutral Evaluation Procedures for Surveying Disputes

IDRS Ltd
24 Angel Gate
City Road
London
EC1V 2PT
T: 0207 520 3800
F: 0207 520 3829
E: info@idrs.ltd.uk
W: www.idrs.ltd.uk

Notes:

Our regional manager contacts are:

North West England: Mr John Marrow - 01257 238 666
North East England: Mr Steve Brown - 0191 221 1999
Yorkshire and the Humber: Mr David Lee - 01924 282 020
The Midlands: Mr Richard Suart – 0121 523 2929
Scotland: Mr Jonathan Houghton – 01257 238 500