



Client Complaints Procedure

CAMSURE HOMES

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Contents

Introduction	1
How to raise a complaint	1
Investigation.....	2
Response	2
Resolution	2
Escalation	2
RICS Dispute Resolution Service	3
Keeping you informed.....	3
Confidentiality.....	3
Continuous improvement	4

Introduction

At Camsure Homes, we strive to provide high-quality services to our clients and maintain the highest standards in all aspects of our operations.

However, we understand that, on occasion, issues may arise that lead to dissatisfaction. We take all complaints seriously and are committed to resolving them promptly and fairly.

This complaints procedure outlines the steps to be followed if you have any concerns or complaints about our services.

How to raise a complaint

If you have a complaint, you can contact us in the following ways:

- By email.
Either to enquiries@camsurehomes.com or to the relevant surveyor who provided you with the service.
- In writing.
Address your complaint to Andy Greed, Managing Director, at the company address provided on the first page of this document.
- By phone.
Call us on 01223 862808 during our business hours.

It is important that complaints are made as soon as possible after the event and contain as many details as possible, so it would be helpful if you could include the following information:

- When – the date of the report to which your claim relates.
- Who – the name of the individual whom the complaint is in reference to.
- What – the reason for your complaint and how we can put matters right.

Once we receive your complaint, we will promptly acknowledge its receipt within two working days. Our acknowledgement will include the details of the person responsible for handling your complaint.

Investigation

We will initiate a thorough investigation into your complaint to fully understand the issue and areas where we may have fallen short of your expectations.

This will include interviews with the person/s in question, alongside a detailed review of the media and documentation that we hold on file

Our investigations will be conducted in a fair and unbiased manner.

Response

Within 5 working days of receiving your complaint, we will provide a detailed response outlining our findings from the investigation.

If, for any reason, we require more time to investigate the matter fully, we will inform you of the delay and provide an estimated timescale for when you can expect a full response.

Resolution

Our primary goal is to achieve a satisfactory resolution to your complaint.

If we identify any errors or shortcomings on our part, we will take the necessary corrective actions to prevent similar issues from recurring in the future. We will also offer appropriate remedies, where applicable.

Escalation

If you are dissatisfied with our initial response or the resolution proposed, you have the right to escalate your complaint.

You can request that your complaint be reviewed by a further senior member of our team who was not involved in the initial investigation.

RICS Dispute Resolution Service

If, after following our internal complaints procedure, you remain unsatisfied with the resolution provided, you have the option to refer the matter to an alternative dispute resolution service.

We advise that in this case you contact:

The Centre for Effective Dispute Resolution
100 St Paul's Churchyard
London
EC4M 8BU

T: 020 7536 6000

E: info@cedr.com

W: www.cedr.com/consumer/rics

You can also find more information about third party alternative dispute resolution services on the RICS website or by contacting them directly.

<https://www.rics.org/dispute-resolution-service>

Keeping you informed

Throughout the complaints handling process, we will keep you informed of the progress and any actions taken to address your concerns.

Confidentiality

We treat all complaints with the utmost confidentiality. Your personal information will be handled in accordance with our privacy policy which can be found on our website.

www.camsurehomes.com/privacy.html

Continuous improvement

We view complaints as opportunities for improvement. To enhance the quality of our services, we regularly review and assess the feedback received from our clients. All complaints are maintained within an internal log for training and development.

We hope that you never have to utilise this complaints procedure, but if you do, rest assured that we will do our best to resolve the matter to your satisfaction.

Please do not hesitate to get in touch if you have any questions or require further assistance.