



## Customer feedback is important to us

### We want to hear from you

We pride ourselves on being a professional and knowledgeable business, keeping our clients needs at the heart of what we do.

We invest in our people who are highly trained, experienced, and committed to providing outstanding service to our customers.

We recognise that managing a business sometimes comes with its challenges and while we are proud of the service we offer; we understand on occasion that things may go wrong and when they do, we are committed to put things right for you.

### Complaints and Concerns

Please follow the below steps to share your experience with us and to allow us an opportunity to resolve your complaint. Please be assured we are committed to resolving your complaint promptly and to your full satisfaction

We have a dedicated person who is appointed to work with our clients to resolve any concerns they may have. If you have a complaint, please put this in writing to [survey@stirlingackroyd.com](mailto:survey@stirlingackroyd.com) including as much detail as possible. Alternatively, you can write to us at the below address. If for any reason this person is not available, your complaint will be allocated to another senior member of staff.

**Amber Brackley**  
Stirling Ackroyd Chartered Surveyors  
Unit 2, Wintersells Road, Byfleet, Surrey KT14 7LF

### What will happen next?

- **Step One:** We will send you an email acknowledging receipt of your complaint within three working days of receiving it, also enclosing a copy of this procedure.
- **Step Two:** If deemed appropriate, the person handling your complaint may seek to arrange a re-inspection of the property. This will usually be undertaken within 21 days of receipt of your written complaint, providing reasonable access is available. Following the re-inspection, your concerns and the re-inspection findings will be discussed with the original surveyor and any further information will be collated and considered.
- **Step Three:** The person investigating your complaint will at this stage write to you to inform you of the outcome of the investigation and let you know what actions have been or will be taken. This will normally be within 14 days of the re-inspection.

In the unlikely event you remain dissatisfied with the outcome of our investigation or with any aspect of our handling of your complaint, we will attempt to resolve this promptly with you. Should we not be able to resolve any concerns to your satisfaction, we agree to enter mediation with you and in accordance with the Centre for Effective Dispute Resolution (CEDR), who can be contacted directly on the details below:

**Centre for Effective Dispute Resolution (CEDR)**  
70 Fleet Street, London EC4Y 1EU