



Example, Example Street Complaint's Handling Procedure

Example Address LTD
10 Example Road
Example Town
EX4MP73

1/1/2022

Site Address:	Example, Example Street, Example City, EX4MP73
Client Name:	Mr and Mrs Example
Description of Works:	Construction of a 4 Storey New Build Dwelling inclusive of basement and associated external works.

This document represents the procedure to be followed when a complaint is made to Magnitude Quantity Surveyors LTD.

The appointed person within Magnitude who deals with complaints is Martin Trimble MRICS (Managing Director).

The following procedure will be followed:

Stage 1: Internal complaints procedure

- 1.) If a verbal complaint is made, the complainant will be requested to make its complaint in writing.
- 2.) On receipt of a written complaint, the complaint will be acknowledged within 7 days [recommended].
- 3.) The complaint will be given full consideration by the appointed person.
- 4.) Every effort will be made to respond fully to the complaint within 28 days [recommended]. If the complaint cannot be responded to fully, an update will be given.
- 5.) If the complaint cannot be resolved, the complainant will be advised in writing that the internal complaints procedure (Stage 1) has been exhausted. Details of the independent redress mechanism (Stage 2) will be included.

Stage 2: Independent redress mechanism

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an independent redress mechanism should they wish to.

Our independent nominated Consumer Redress Mechanism is Centre for Effective Dispute Resolution

The contact details for CEDR are:

Centre for Effective Dispute Resolution
The International Dispute Resolution Centre,
70 Fleet St,
London,
EC4Y 1 EU
t 020 7536 6000
e info@cedr.com
w www.cedr.com

Our nominated Business-to-Business (ADR) Redress Mechanism is Centre for Effective Dispute Resolution

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The International Dispute Resolution Centre,
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