

Client Complaints Procedure

CAMSURE HOMES

Version 3.0

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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

We understand, however, that on occasion, issues may arise that lead to dissatisfaction. We take all complaints seriously and are committed to resolving them promptly and fairly. All our dealings, including our investigations will be conducted in a fair and unbiased manner.

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

STAGE 1 (Office Review):

How to raise an initial 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.
- Photographs, or video of the area(s) in question.

Important note: where appropriate, a site re-visit may be required, including for latent defects and concerns discovered at a later date. This makes it essential to allow us the opportunity to re-inspect the property BEFORE you yourself, or contractors execute any works.

Steps taken and timeline:

a) Stage 1 - our initial response:

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.

b) Stage 1- 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 we hold on file.

c) Stage 1 - response:

Within five working days of completing the investigation, 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.

d) Stage 1 - 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 seek to resolve those.

Should we determine that there has been a failure in our professional behaviour, or reporting standards and the advice given, we may offer appropriate remedies, where applicable. Most cases will be resolved at this stage.

STAGE 2 (Escalation):

How to escalate a complaint:

Should you remain dissatisfied with our initial response or proposed resolution, you have the right to escalate the complaint.

To escalate the complaint, we ask that you do so in writing, which can be initiated in the same way as in Stage 1.

Steps taken and timeline:

a) Stage 2 - initial response:

Your complaint will be allocated to a senior member of our team who was not involved in the initial investigation.

We will initially confirm back to you in writing, within 2 days, the name and contact details of this person, who will from this point forward be handling your matter.

b) Stage 2 - investigation:

At this point, it will usually be necessary for us to re-visit and re-inspect the property. For this reason, it is important that we are permitted access swiftly, before any works are carried out, as they may compromise our investigations.

We ask that you do not carry on any works that might disturb the areas in question. This might deny the opportunity for us to offer helpful, pertinent advice on the best and most cost-effective way forward and may undermine your case or claim, in the event you later choose to proceed to Step 4.

c) Stage 2 - formal written response:

Discussions will usually need to take place internally, and all of the facts from the initial and any subsequent investigations and site visit will be taken into account. For this reason, our Formal Written Response may take up to two weeks, as this will be a considered response.

d) Stage 2 - resolution:

We understand that our response may not meet your expectations of a satisfactory outcome and that some further discussion and correspondence may need to take place. There are various possible outcomes, and we will make a reasonable suggestion to settle, taking into account all relevant factors.

e) Stage 2 - final proposed resolution:

Once all investigations have been undertaken, correspondence has been entered into and discussions have taken place regarding the service offered, your complaint, our investigation and our proposal, we will make our Final Proposed Resolution. This is in

recognition that it is usually in all parties interest to resolve disputes as expeditiously as possible.

Our Final Proposed Resolution will therefore state our final settled position on the matter, from which we will not usually deviate, unless further evidence arises.

The Final Proposed Resolution may include a Final Offer To Settle, but it should also be borne in mind that our findings may be that we have discharged our professional duty in accordance with the Terms and Conditions of our service agreement (the contract) and acted in the manner of reasonable professional surveyors.

Should our Final Proposed Resolution not be acceptable to you, we will refer you to Stage 3. We will be under no obligation to enter into any further correspondence, or discussion at this point and would instead refer you to Stage 3.

STAGE 3 (referral to an independent body):

RICS Dispute Resolution Service:

We appreciate in certain situations you may not receive the outcome you were hoping for, however this does not mean that we haven't dealt with the complaint correctly.

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 at <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 will take the necessary corrective actions to prevent similar issues from recurring in the future.

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.