

# Complaints Guide



## We're here to help

At BTB Surveyors, we strive to provide a high standard of service.

However, if you are dissatisfied with any aspect of our service, we encourage you to raise your concerns.

This procedure sets out how we will handle your complaint.

## 1. How to complain

If you are unhappy with the service you have received, please contact us as soon as possible.

You can do so by:

- **Email:**  
customercare@btbsurveyors.com
- **Post:** 111, Cubo, The Old Post Office, Victoria St, Derby DE1 1EQ

When making a complaint, please provide:

- Your name and contact details
- Property address
- Surveyor's name
- Date of service
- A description of your complaint and any relevant supporting information

## 2. Acknowledging your complaint

We will acknowledge receipt of your complaint within **3 working days**. In our acknowledgment, we will provide you with an outline of the next steps and expected timescales for resolution.

## 3. Investigating your complaint

We aim to resolve all complaints quickly and fairly.

Once we have received your complaint, we will investigate the matter thoroughly.

Our investigation will include reviewing the relevant documentation and speaking with the surveyor or staff member involved.

We aim to provide a full response to your complaint within **15 working days**.

If we require more time to resolve the issue, we will inform you and provide an updated timeline.

## 4. Providing a response

Once we have completed our investigation, we will provide a written response to you.

This will include:

- A summary of our findings
- An explanation of any actions we plan to take or changes we will implement
- Any compensation (if applicable) or remedies we are offering

## 5. If you are still not satisfied

If you are not satisfied with the outcome or our proposed resolution, you have the option to **escalate** your complaint.

Please let us know in writing if you wish to escalate, and your complaint will be reviewed by a senior member of our team, or an independent third party, as appropriate.

## 6. External Resolution

If we are unable to resolve your complaint to your satisfaction, you may refer the matter to an independent alternative dispute resolution (ADR) service.

### The Property Ombudsman (TPO):

You may refer your complaint to The Property Ombudsman (TPO) for independent review.

TPO can be contacted at:

- Website: <https://www.tpos.co.uk>
- Phone: 01722 333 306
- Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

### CEDR:

Consumer Services  
CEDR Independent Adjudication Service  
(RICS)  
Centre for Effective Dispute Resolution  
100 St Paul's Churchyard  
London  
EC4M 8BU

[applications@cedr.com](mailto:applications@cedr.com)  
020 7536 6116  
[www.cedr.com/consumer/rics](http://www.cedr.com/consumer/rics)

## 7. Review and Improvement

We value all feedback and use it to improve our services.

A record of your complaint and our response will be kept for internal review, ensuring we continuously monitor and improve our procedures.

## Summary

