



Complaints Handling Procedure

Beloved Home Surveys Ltd (Company No. 16899666), Registered in England and Wales, a RICS-regulated firm (Reg. No. 922849)

As a firm regulated by the Royal Institution of Chartered Surveyors (RICS), Beloved Home Surveys Ltd is committed to delivering high-quality professional services. However, we recognise that there may be occasions when our service does not meet a client's expectations. In such instances, we operate a formal Complaints Handling Procedure (CHP) designed to ensure that complaints are dealt with promptly, fairly, and in accordance with RICS requirements. Our CHP comprises of three stages and complies fully with the mandatory standards set out by RICS.

Stage One of our Complaints Handling Procedure provides the opportunity for our firm to fully review and consider your complaint. We will make every effort to resolve the matter to your satisfaction. If you remain dissatisfied with our response, you may proceed to Stage Two, which allows you to express your continued concerns and enables us to reconsider the case for a final internal review. Should a resolution still not be achieved, Stage Three offers you the opportunity to refer your complaint to an independent redress provider. In our case, this is The Property Ombudsman, who will carry out an impartial review.

Stage One

If you have any concerns or complaints, we encourage you to raise them with us informally in the first instance. If the matter is not resolved to your satisfaction, we kindly ask that you submit your complaint in writing—preferably via email—so we can ensure we fully understand the nature and details of your concerns. Please send your written complaint to:

- **Surveyor's Name:**
- **Firm Name:**
- **Email Address:**

We will acknowledge receipt of your written complaint within 7 working days and aim to resolve the matter as promptly as possible. If a full response cannot be provided within this timeframe, we will issue a detailed update within 28 working days. We will take all reasonable steps to resolve your complaint. To help address your concerns, we may also request access to revisit the property and gather additional information where necessary.

Stage Two

If you are dissatisfied with our initial Stage One response, please provide a written explanation outlining your concerns and reasons for dissatisfaction. We will then conduct a further review of your complaint in an effort to reach a resolution satisfactory to both you and Beloved Home Surveys Ltd.

Stage Three: Independent Review

If you remain dissatisfied with our response at Stage One and Two and we are unable to reach an agreement on resolving your complaint, you have the right to escalate the matter to an independent redress provider approved by RICS. Beloved Home Surveys Ltd has appointed The Property Ombudsman as our designated redress provider for consumer clients. This stage offers an impartial review to ensure your complaint is fairly considered in full. Please note that you must first raise a formal complaint with us before referring the matter to the independent dispute resolution service.

The Property Ombudsman

Website: www.tpos.co.uk

Address: *Milford House,*

43–55 Milford Street, Salisbury, Wiltshire SP1 2BP

Tel: 01722 333306

Email: admin@tpos.co.uk