

Thomas Lister Limited Complaints Procedure

This note sets out the procedure we will follow in dealing with any complaint:

1. We have appointed Tony Haddock of Thomas Lister Limited, 11 The Courtyard, Buntsford Gate, Bromsgrove, Worcestershire, B60 3DJ to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Tony Haddock.
3. Once we have received your written complaint, Tony Haddock will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within twenty one days of receipt of your written summary, Tony Haddock will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, feel free to contact Chris Thomas, Director who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review, then we can discuss whether we can agree to go to mediation according to either the Centre for Effective Dispute Resolution (CEDR) or the mediation process run by the Royal Institution of Chartered Surveyors.
7. If you are still unhappy with the result of any of the above, you can refer your complaint to the Surveyors Arbitration Scheme if it falls within the scope of the Scheme. This Scheme is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services, 12 Bloomsbury Square, London, WC1A 2LP from whom you can obtain details. You may also refer your complaint to the Surveyor Ombudsman Scheme in Scotland. The Ombudsman's details are Surveyor Ombudsman Scheme, PO Box 21537, Stirling, Scotland, FK8 3YD.