



# Customer Feedback & Complaints Handling Procedure

At Allied Surveyors Scotland, your experience matters to us. We are committed to providing the highest level of service, but we understand that sometimes things don't go as expected. If you have any concerns, we want to hear from you so we can put things right.

## Talk to Us First

We genuinely care about our customers and encourage you to reach out to us first. Many concerns can be quickly resolved with a simple conversation. If something's not quite right, let's talk—our team is here to help!

Please contact the relevant office or original inspecting surveyor who will be more than happy to have a chat/discussion

## How to Make a Complaint

If we haven't been able to resolve your concerns informally, you can submit a complaint in writing:

**Email:** [customercare@alliedsurveyorsscotland.com](mailto:customercare@alliedsurveyorsscotland.com)

**Post:** Allied Surveyors Scotland, Herbert House, 24 Herbert Street, Glasgow, G20 6NB

### What to Include

To help us resolve your complaint as quickly as possible, please provide:

- Your full name and contact details.
- A clear description of the issue.
- Any supporting documents or correspondence.

## Our Complaints Resolution Process

### Step 1: Acknowledgement (Within 3 Days)

We will acknowledge your complaint within three working days, letting you know that we've received it and outlining what happens next.

### Step 2: Investigation & Response (Within 21 Days)

A local Director will carefully review your complaint. We aim to provide a full response within 21 working days. If we need more time, we'll keep you updated. Please note that, in some cases, we may need to reinspect the property as part of our investigation.

### **Step 3: Final Written Response (Within 28 Days)**

If we haven't been able to resolve your complaint within 21 days, we'll send a final written response within 28 days. This will include:

- Our findings and any action we've taken.
- Next steps if you're still not satisfied.

### **Step 4: The PII Director will conduct a further review.**

You may refer the matter to Robin Hyslop, PII Director at Allied Surveyors Scotland Ltd, Herbert House, 24 Herbert Street, Glasgow G20 6NB. You can do this by post or by emailing [customercare@alliedsurveyorsscotland.com](mailto:customercare@alliedsurveyorsscotland.com). Robin will allocate the case to the appropriate Regional Complaints Director for further review. They will contact you within 21 days to inform you of the outcome. If we do not receive a response from you within 28 days of the Complaints Director's letter, your complaint will be considered closed.

### **What If You're Still Unhappy?**

If you're not satisfied with our final response, you can refer your complaint to an independent dispute resolution service.

The Centre for Effective Dispute Resolution (CEDR) is an independent, non-profit organisation specialising in alternative dispute resolution (ADR), including mediation and arbitration.

**Website:** [www.cedr.com](http://www.cedr.com)

**Email:** [info@cedr.com](mailto:info@cedr.com)

**Phone:** 020 7536 6000

**Please note:** Complaints must be referred to CEDR within 12 months of receiving our final response.  
Confidentiality & Data Protection

Your privacy is important to us. All complaints are handled confidentially and in line with GDPR regulations. We will only share details with those involved in resolving your complaint.

### **Need Help? Get in Touch!**

We appreciate your feedback—it helps us improve! If you have any questions, feel free to contact us:

**Email:** [customercare@alliedsurveyorsscotland.com](mailto:customercare@alliedsurveyorsscotland.com)

**Phone:** 0141 330 9950

Thank you for giving us the opportunity to put things right. We're here to help!