CJC Property Surveys

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Complaints Handling Procedure

Effective Date: 26/08/2026
Review Date: 26/08/2027

At CJC Property Surveys, we are committed to delivering a high standard of service. If you are dissatisfied with any aspect of our service, we have a formal complaints procedure in line with RICS Rules of Conduct.

Purpose

This procedure ensures complaints are:

- Handled fairly, transparently, and promptly.
- Recorded and monitored to improve service.
- Resolved in line with professional and regulatory standards.

Scope

This procedure applies to all clients, third parties, and anyone receiving services from CJC Property Surveys. Complaints may relate to:

- Professional conduct
- Service quality
- Communication issues
- Billing concerns
- Alleged breaches of RICS regulations

Definition of a Complaint

A complaint is any expression of dissatisfaction, written or oral, regarding the service provided.

How to Make a Complaint

You can submit a complaint via:

- Email: info@cjcpropertysurveys.com
- Post: CJC Property Surveys, 66 Paul Street, London EC2A 4NA
- Phone: 07356 066 501

Please provide:

- Your name and contact details
- Details of the complaint
- Any supporting documentation

Stage 1 – Internal Complaints Handling

Step 1 – Acknowledgment

- We will acknowledge your complaint within 5 working days.
- You will receive the name and contact details of the person managing your complaint and an estimated timeline.

Step 2 – Investigation

- Your complaint will be investigated promptly and fairly.
- All relevant documentation and staff may be consulted.
- Records of the investigation will be maintained.

Step 3 – Response

- We aim to respond within 20 working days (or as agreed).
- Our response will include:
  - Findings from our investigation
  - Actions we will take to resolve the issue
  - Apology if appropriate

Stage 2 – Independent Alternative Dispute Resolution

- If your complaint remains unresolved after Stage 1, we will issue a final response, also referred to as a deadlock notice. An eligible consumer may apply to the Centre for Effective Dispute Resolution (CEDR) once a deadlock notice has been issued or once eight weeks have elapsed from the date the complaint was first made to us.
- CEDR is our nominated independent alternative dispute resolution provider and administers the RICS Independent Adjudication Service.
- CEDR contact details are:
  Website: https://www.cedr.com/consumer/rics/overview/
  Email: info@cedr.com
  Telephone: 020 7536 6000
  Address: CEDR Services Limited, 100 St Paul's Churchyard, London EC4M 8BU
- Any referral is subject to the eligibility requirements, scope, exclusions, procedures, remedies, monetary limits and time limits contained in CEDR's applicable Service Rules. An application must normally be made within 12 months of the deadlock notice or, where no deadlock notice has been issued, within 12 months of the complainant's last attempt to contact us, unless the parties agree to extend that period.
- Where the complainant was acting wholly or mainly for business purposes, the consumer scheme will not apply. Any referral will instead be considered under CEDR's applicable business-to-business Service Rules and will be subject to the relevant eligibility and agreement requirements.
- We will not seek to prevent or dissuade a complainant from approaching CEDR, RICS or another regulatory body. A report to RICS Regulation is separate from independent ADR and does not replace the Stage 2 CEDR process. Nothing in this procedure restricts any legal or statutory rights available to the complainant.

Record Keeping

Complaints will be recorded in our Complaints Register, including:

- Complainant's details
- Nature of complaint
- Investigation details
- Outcome and corrective actions

CJC Property Surveys Limited. Registered in England & Wales No. 17059353
Registered Office: 66 Paul Street, London EC2A 4NA
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Regulated by RICS®

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Records are kept for minimum 6 years.

Accessibility

This procedure is:

- Provided in accessible formats on request

Principles

We ensure all complaints are handled:

- Fairly and impartially
- Promptly and professionally
- Focused on resolution and learning
- Respecting the complainants' rights

Contact for Complaints

Name of responsible person: Cathal Collins
Email: cathal@cjcpropertysurveys.com
Phone: 07356 066501
Business Address: 66 Paul Street, London, EC2A 4NA.

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