

Date: 06-2024

### Complaints Handling Procedure

Ingleton Wood strive to provide the best service possible, however, if at any point you become unhappy with the service provided then you should inform us immediately so we can do our best to resolve the problem. The following procedure will be followed whilst dealing with your complaint.

Complaints should be directed to [complaints@ingletonwood.co.uk](mailto:complaints@ingletonwood.co.uk). If your complaint is initially made orally, whether face-to-face or by telephone, you will be requested to send a written summary of your complaint to [complaints@ingletonwood.co.uk](mailto:complaints@ingletonwood.co.uk). Upon receipt of a written complaint, we will comply with the following procedure:

- Contact will be made with you within 5 working days of the complaint to explore/agree the nature of the complaint.
- The complaint will be added to the Practice's Complaints Log.
- The Quality partner or other designated partner will investigate the complaint to determine what action, if any, ought to be carried out by the Practice to rectify the immediate cause of concern.
- A report will be issued within a further 15 working days advising the outcome of the investigation and the course of action proposed.
- A review of the Practice systems and procedures will be conducted to establish whether a more general corrective action is merited.

If, after this procedure has been followed, you remain dissatisfied with any aspect of our handling of your complaint you can ask us to refer your complaint to any of the Partners to review and report on the investigation.

We maintain a complaints log and take corrective action through our Business Management System where appropriate.

### Alternative Dispute Resolution

If, after both stages of our internal procedure have been completed, you remain dissatisfied with any aspect of the outcome of your complaint then you have the right to pursue redress through one of the recognised, independent ADR mechanisms:

<b>Architect-Led</b>	Administrator, RIBA Mediation Scheme Royal Institute of British Architects 66 Portland Place, London W1B 1AD T: 0207 580 5533 W: <a href="http://www.riba.org">www.riba.org</a>
<b>Surveyor-Led – Consumer Clients</b>	Surveyors Ombudsman Service PO Box 1021, Warrington, WAA4 9FE T: 0845 050 8181 W <a href="http://www.surveyors-ombudsman.org.uk">www.surveyors-ombudsman.org.uk</a>
<b>Surveyor-Led – Commercial Clients</b>	Surveyors Arbitration Scheme IDRS Limited, 24 Angel Gate, City Road, London, EC1V 2PT T: 020 7520 3800 W: <a href="http://www.idrs.ltd.uk">www.idrs.ltd.uk</a>