

**FIFIELD GLYN LIMITED
STANDARD PROCEDURES FOR COMPLAINTS HANDLING**

Professional Surveying Services

If you have a complaint, then this note sets out the procedure which we will follow :-

Stage One

1. The Operations Manager who has been appointed in this office to deal with complaints is:-

Sharon Scanlon
Fifield Glyn Limited
No. 1 Royal Mews
Gadbrook Park
Cheshire CW9 7UD

Tel: 01606 354795
E-mail: sharon.scanlon@fifieldglyn.com

2. When your complaint is initially made, it should provide a brief written summary and sent to the Operations Manager
3. Once she has received your written summary she will acknowledge it in writing within 3 working days and inform you who will carry out the initial investigation.
4. Within a further 15 working days of receipt of your written summary, the person dealing with your complaint will write to you to inform you of the outcome of the investigation.

Stage Two

5. If the complaint has still not been resolved to your satisfaction and is in relation to professional work, it should be referred to IDRS Limited – Arbitration / Neutral Evaluation Procedures for Surveying Disputes (formerly known as the Surveyors Arbitration Scheme).

The contact details for IDRS are as follows:-

Surveying Disputes
Centre for Effective Dispute
Resolution / IDRS
70 Fleet Street
London EC4Y 1EU

Tel: 020 7520 3800
E-mail: applications@cedr.com
Web: <https://www.cedr.com/consumer/business>