

Complaints Handling Procedure (CHP)

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you require clarification on a survey issue advised by the surveyor from GOTO Surveyors Ltd., then please email and ask for a return call to discuss the issue with your inspecting surveyor in the first instance, to see if they can help resolve the matter. You can do this by contacting enquiries@gotosurveyors.co.uk

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

As a regulated RICS firm, we have in place a CHP, which meets the RICS regulatory requirements. Our CHP has three stages:

Stage One of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage 2.

Stage Two gives you the opportunity to have your case reviewed by a Director of GOTO Surveyors Ltd for a Stage 2 Final Response.

Stage Three gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, the TPO, approved by RICS.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within 8-weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

In all but exceptional cases, complaints will be dealt with by the end of an 8-week period following the receipt of your original complaint, at which point GOTO Surveyors Ltd will have given you a Final Response letter. We are unable to enter into further correspondence outside this process.

Please send your written complaint to: **GOTO Surveyor Ltd Enquiries, GOTO Surveyors Ltd, The Hall Barn, Church Lane, Lewknor OX49 5TP, T: 01844 335560**
enquiries@gotosurveyors.co.uk

Stage One – Case Review and Stage 1 Response

Please put the details of your complaint in writing. We ask that you do this to make sure that we have a full understanding of the reasons for your complaint. We will acknowledge receipt of your complaint within 7 working days and consider your complaint as quickly as possible (and enclose a copy of this CHP procedure document).

What will we do to resolve your complaint?

Investigation:

Once we have a good understanding of your concerns, we will make enquiries to verify information, carry out an audit of the advice we have provided and liaise with other parties as necessary (in most cases this investigation is carried out by [Hugh Riley FRICS](#)).

Inspection Assessment:

In some cases where a defect is reported we may arrange for an experienced senior RICS qualified surveyor (in most cases [Hugh Riley FRICS](#)) from GOTO Surveyors Ltd to call at the subject property to prepare an assessment, which will be for our internal use only. We will advise you if this is necessary within 7 days of receiving your complaint.

If considered appropriate we may instruct independent loss adjusters, at any stage, who will undertake a review to assist us in reaching a resolution, this will be at our own cost.

A formal written outcome response of our Stage 1 investigation will be sent to you within 28 working days of receipt of the original complaint. If we are not able to give you a full Stage 1 Response, we will update you within 28 days.

If we can resolve your complaint the matter will conclude; however, if you remain unhappy you may request the matter is escalated to Stage 2.

Stage Two – Final GOTO Surveyors Ltd Review and Stage 2 Final Response

If, at this stage, you are still not satisfied, you should write to us again asking to arrange for a separate Stage 2 review to take place by a Director of GOTO Surveyors Ltd (in most cases [Nicholas Ainger MRICS](#)). The Director will issue a Stage 2 Final Response on behalf of GOTO Surveyors Ltd.

We will write to you within 7 working days of receiving your request for a Stage 2 review, acknowledging receipt of your request - for a final Stage 2 viewpoint on the matter.

A formal written outcome of our Stage 2 Final Response will be sent to you within 28 working days of receipt of the Stage 2 request. If we are not able to give you a full Stage Two response, within this timeframe, we will update you within 28 days.

The Property Ombudsman Consumer Guide will accompany the Stage 2 Final Response letter. Should you be satisfied with the outcome the matter will conclude.

Stage Three – The Property Ombudsman

If you are still not satisfied with our Stage 2 Final Response (or more than 8 weeks has elapsed since the complaint was first made) you can take the opportunity to refer your complaint, free of charge, to our independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress provider:

The Property Ombudsman (TPO)

33 The Clarendon Centre

Salisbury Business Park

Dairy Meadow Lane

Salisbury

SP1 2TJ

admin@tpos.co.uk

01722 333 306

www.tpos.co.uk

www.tpos.co.uk/consumers/make-a-complaint

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

The Property Ombudsman will send their decision both to you and GOTO group, following which you can accept or reject the decision provided. If you reject the decision of The Property Ombudsman your legal rights remain unaffected.