



Cornwall Consultants Ltd

MINING SEARCH COMPLAINTS PROCEDURE

INFORMATION FOR CUSTOMERS

Cornwall Consultants Ltd is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

If you would want to make a complaint, then we will:

- **Acknowledge it within 5 working days.**
- **Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.**
- **Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.**
- **Provide a final response, in writing, at the latest within 40 working days of receipt.**
- **Liase, at your request, with anyone acting formally on your behalf.**

If you are not satisfied with our final response or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman Scheme (TPO's): Tel: 01722 333306, E-mail: admin@tpos.co.uk

We will co-operate fully with the Ombudsman during an investigation and comply with his/her decision.

Complaints should be sent to:

Mr D Berriman

Cornwall Consultants Ltd
Parc Vean House
Coach Lane
Redruth
Cornwall
TR16 5NH

E: help@cornwallconsultants.co.uk

T: 01209 313511