



MUNDIC COMPLAINTS HANDLING PROCEDURE

As a provider of 'mundic' concrete testing services that are overseen by an in-house surveyor and member of the Royal Institution of Chartered Surveyors (RICS) Cornwall Consultants Limited (CCL) has in place the following Complaints Handling Procedure (CHP) that meets the regulatory requirements of that organisation.

As an initial stage, we will always try to resolve your complaint to your satisfaction. If you are not happy with our response, you will then have your opportunity to have your complaint reviewed and considered at a second stage by an independent redress provider approved by RICS.

Stage 1

If you have already spoken to us about your complaint, please put your complaint in writing. We ask you to put your complaint in writing in order to ensure we have a full understanding for the reasons for your complaint. Please send your written complaint to:

Name: P Anderson MRICS
Office: Cornwall Consultants Limited
Parc Vean House
Coach Lane
Redruth
TR15 2TT
Email: mundic@cornwallconsultants.co.uk

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within seven days. If we are not able to give a full response, we will update you within 28days.

Stage 2

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider as approved by the RICS Regulatory Board. We have chosen to use the following redress providers:

Ombudsman Services: Property
P.O. Box 1020
Warrington
WA4 9FE
03304401634 or 0925530270
Email: enquiries@os-property.org
Website: www.ombudsman-services.org