

## CLIENT COMPLAINTS PROCEDURE

Walnut Abbot Land Surveyors

Walnut Abbot Land Surveyors is committed to providing a high level of professional service. If you are dissatisfied with any aspect of our service, we encourage you to raise your concerns with us so that we can address them promptly. This procedure is in accordance with the Royal Institution of Chartered Surveyors (RICS) Rules of Conduct and guidance on complaints handling.

Your complaint will be handled personally by the owner, Evelyn Walker, who is responsible for the delivery of all surveying services.

If your complaint is made verbally, you will be asked to provide a written summary of your concerns. In the event that Evelyn Walker is unavailable, a designated alternative responsible person will respond in her place. All complaints will be recorded in our complaints log and monitored to ensure appropriate resolution.

Within seven days of receiving your written complaint, we will write to you to confirm our understanding of the circumstances surrounding your complaint. At this stage, you will be invited to provide any additional comments or clarification you wish to make.

Within twenty-eight days of receiving your written summary—or your subsequent comments, if any—we will write to you again with the results of our internal investigation, including any actions taken or planned as a result of the complaint.

If you are dissatisfied with the outcome of this internal review, you may escalate your complaint by writing to an independent review provider. We are committed to full transparency and fairness and have appointed a redress scheme provider in line with RICS requirements.

If you remain dissatisfied after our final response, you may refer the complaint to our independent redress provider- contact details below.

Centre for Effective Dispute Resolution (CEDR)

Website: [cedr.com/consumer/rics](https://cedr.com/consumer/rics)

Email: [surveyors@cedr.com](mailto:surveyors@cedr.com)

Post: 100 St Paul's Churchyard, London, EC4M 8BU

This complaints procedure is reviewed annually to ensure continued compliance with RICS requirements.

Last reviewed: May 2025