

# Ashton Lee Surveyors: Complaints Handling Policy (CHP)



## Introduction

At Ashton Lee Surveyors, we aim to always meet your expectations and deliver sound and reliable advice. Sometimes, however, you may have cause to question our service either because you are not happy with something or because you are not clear about an issue.

In such circumstances, we will do everything possible to answer your questions promptly and clearly. This document outlines how we handle customer queries and complaints to ensure that we meet our client's needs in a timely and transparent manner.

## 1. Initial Communication

If you have a question or concern, we encourage you to let us know so we can resolve it quickly. In the first instance, please provide a clear description of your question or concern to ensure we fully understand the issue. You can do this by writing to us at:

**Address:** Ashton Lee Surveyors, The Maltings, Main Road, Rettendon, Chelmsford CM3 8DR

**Email:** [info@ashtonlee.co.uk](mailto:info@ashtonlee.co.uk)

## 2. Acknowledgment and Response

Once we receive your communication, we will:

1. **Acknowledge** your concern within three working days.
2. **Investigate** your concerns and respond fully and in writing within 15 working days of receipt of your communication.
3. **Inform** you if there is any delay to the above timeframe. For example, we may need to carry out further inspections or investigations to provide a comprehensive answer.

## 3. Review and Final Viewpoint

If you are not satisfied with the initial response and would like a further review, please let us know. We will provide a final viewpoint within 15 days of your request for a review. In such circumstances, we may request that another surveyor visit the property to review the matter of concern or conduct additional investigations, at our expense.

#### **4. Independent Redress via The Property Ombudsman**

If, after our final response, you are still unsatisfied, you may contact **The Property Ombudsman**, an independent redress scheme of which we are members. This service is provided at no charge to you.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury, SP1 2BP  
Tel: 01722 333306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

You must refer your complaint to the Ombudsman within **12 months** of receiving our final viewpoint.

#### **5. Commitment to Continuous Improvement**

At Ashton Lee Surveyors, we value the feedback we receive and strive to continuously improve our services. All complaints and feedback are reviewed to help us enhance the quality of the service we provide to our clients.

#### **6. Conclusion**

We are committed to providing excellent customer service and resolving any concerns that may arise. Your satisfaction is important to us, and we aim to respond to any issues as quickly and effectively as possible. If you have any questions or concerns, please do not hesitate to contact us.