

Altus Group Complaints Handling Procedure

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed at our London Office to deal with complaints, and you should not hesitate to contact the relevant person. This person is -
Ted Westlake BSc (Hons) FRICS, Altus Group, 180 Great Portland Street, London, W1W 5QZ (Tel: 020 7636 7347). Alternatively, if the complaint relates to a valuation matter then please contact Paul Roberts MRICS, Altus Group, Oakland House, Talbot Road, Old Trafford, Manchester, M16 0PQ Tel: 0161 291 0330
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one working days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations, and otherwise agree to a redress mechanism.

If you are a business this redress mechanism is the Arbitration Procedure for Surveying Disputes, contact details of which are: CEDR, 70 Fleet Street, London, EC4Y 1EU Tel: 020 7536 6000, Email: info@cedr.com

If you are an individual consumer it is the Ombudsman Services:
Property: PO Box 1021, Warrington, WA4 9FE, Tel: 0845 050 8181 Email: enquiries@os-property.org.

Further information on these redress mechanisms can be provided on request.

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