

# Home Heroes Limited

## COMPLAINTS HANDLING PROCEDURE (CHP)

### Our Aim

We are committed to providing a quality service and working in an open accountable way that will build trust and respect.

One of the ways in which We can continue to improve our services is by listening and responding to your requests and in particular by responding positively to complaints, and thus by putting mistakes right as soon as possible. Therefore, We aim to ensure that:

- a) making a complaint is as easy as possible.
- b) We welcome feedback and suggestions.
- c) We deal with the complaint promptly, politely and, when appropriate, confidentially.
- d) We respond in the right way – for example with an explanation, or an apology where We have got things wrong.
- e) We learn from any complaint and use it to improve our service and to review it whenever necessary.

We also recognise that some concerns will be raised informally and need to be dealt with quickly and our aims are to:

- 1) Restore informal concerns quickly.
- 2) Keep matters low key.
- 3) Enable mediation between the parties to take place.

We aim to deal reasonably and sensibly with all complaints and take action where appropriate.

### 1. Definition

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed in writing sent via e-mail or letter.

### 2. Complaints

A formal complaint procedure is intended to ensure that it is handled fairly, consistently, and whenever possible resolved to the complainant's satisfaction.

### 3. What you can complain about

You can make a complaint about the conduct of any of our surveyors or the service that you have received from us which concerns a prospective, current or past party wall dispute that they have been involved in.

Examples of service complaints are to include:

- (i) Excessive costs;
- (ii) Deficient costs information;
- (iii) Data protection/breach of confidentiality;
- (iv) Partiality;
- (v) Delay;
- (vi) Failure to progress a party wall dispute;
- (vii) Discrimination;
- (viii) Failure to advise;
- (ix) Failure to keep informed;
- (x) Failure to investigate a complaint.

#### **4. Who can make a complaint**

You can make a complaint under this procedure if you are a person who is concerned in a party wall dispute being handled by one of our surveyors.

This includes (but is not limited to) people who are:

- (i) Building Owners;
- (ii) Adjoining Owners;
- (iii) Building Occupiers;
- (iv) Adjoining Occupiers;
- (v) Other Surveyors appointed or selected to deal with the dispute;
- (vi) Other professionals connected with the dispute (e.g. architects, building contractors, engineers).

You can also make a complaint on behalf of someone concerned with a party wall dispute if that person is unable to make a complaint for themselves for any reason.

You can also make a complaint if you have received unsolicited marketing information or contact from us.

#### **5. Making a Complaint**

If you have a complaint you are invited to let us know as soon as possible.

When making a complaint you will be responsible for:

- a) raising any concern promptly and directly;
- b) explaining the problem as clearly and as fully as possible;
- c) allowing a reasonable time for the matter to be dealt with;
- d) recognising that some issues may be beyond the control of the party complained about.

When making a complaint, please give the following details:

- 1) Your name, address and relationship to the party wall dispute (if any) (e.g. building owner, adjoining owner, building occupier, adjoining occupier, building owner's surveyor, building owner's contractor etc.);
- 2) The names of the parties to any party wall dispute and the addresses of the properties concerned;
- 3) Who you are complaining about;
- 4) The role of the person you are complaining about in relation to the party wall dispute (e.g. agreed surveyor, building owner's surveyor, adjoining owner's surveyor);
- 5) The details of your complaint (what the person has done, when did they do it, what documents you have that show what they have done, etc.);
- 6) What you would like done about it.

It is clearer and avoids any misunderstanding if you make your complaint in writing. It also allows you an opportunity to review the details of your complaint to ensure that you have included everything you wish to report. Details on how to do so are set out below.

If it is not possible for you to make a complaint in writing due to literacy difficulties, a medical condition or disability, as a reasonable adjustment, you can make a complaint orally. Details on how to do so are set out below.

## **6. Complaints made orally**

You can make a complaint by telephoning Nathan Foley, Managing Director on 01227 806 334

They will speak to you, make a note of your complaint and what you would like to have done about it.

They will discuss your concerns and aim to resolve them.

If the complaint is resolved during the call they will record the outcome, check that you are satisfied, and record that you are satisfied.

If your complaint is not resolved on the telephone or you are not satisfied, your complaint will be written down and dealt with in accordance with the procedure below for complaints made in writing.

## **7. Complaints made in writing**

Complaints may be made by letter or e-mail.

Please address your complaint to:  
Nathan Foley  
Managing Director  
11 Sandhurst Road, Margate, Kent, CT9 3HR  
[info@home-heroes.co.uk](mailto:info@home-heroes.co.uk)  
<https://home-heroes.co.uk>

## **STAGE 1: Internal**

Stage 1 gives our firm the opportunity to review and consider your complaint in full and try to resolve your complaint to your satisfaction.

After receiving your written complaint, we will:

- a) acknowledge your written complaint in writing within 5 working days.
- b) write to you and ask for further details of the complaint if further details are required.
- c) respond fully to the initial complaint within 10 working days.
- d) if we cannot for any reason respond to your complaint within 10 working days, we will write to you to tell you why we are unable to do so and to provide a revised timeframe for providing you with a response.
- e) our response will explain:
  - (i) what we have done to investigate your complaint;
  - (ii) our conclusion on the complaint and the reasons for the conclusion;
  - (iii) our proposals for resolving the complaint if we find it justified.

If you are not happy with our response you will have the opportunity to take your complaint to Stage Two.

Stage Two gives you the opportunity to have your complaint reviewed and considered by another surveyor within another local firm

## **STAGE 2 – Stage 1 Reconsideration**

If you are unhappy with the response given at Stage One, or it is insufficient for any reason, you can contact:

Richard Glanville  
Oyster Property Surveyors Limited  
14 Walmer Road, Whitstable, Kent, United Kingdom, CT5 4LF.  
[oystersurveyors@gmail.com](mailto:oystersurveyors@gmail.com)

Should you need to do this then you must explain clearly what the issue is and that you have made an initial contact with us and what response we have given.

After receiving your STAGE 2 complaint, the person named above will:

- (a) acknowledge your written complaint in writing within 5 working days.
- (b) write to you and ask for further details of the complaint if further details are required.
- (c) respond fully to the initial complaint within 21 working days.
- (d) if they cannot for any reason respond to your complaint within 21 working days, they will write to you to tell you why they are unable to do so and to provide a revised timeframe for providing you with a response.
- (e) their response will explain:
  - (i) how they have considered your appeal.
  - (ii) their conclusion on your appeal.
  - (iii) the reasons for their conclusion.
  - (iv) their proposals for resolving the complaint if they uphold your appeal.

### **STAGE 3 – Independent Alternative Dispute Resolution**

If you are not happy with the response that you have received at Stage 2, you can contact an independent redress provider as follows:

Centre for Effective Dispute Resolution (CEDR)  
70 Fleet Street  
London  
EC4Y 1EU

Tel 020 7536 6000  
Fax 020 7536 6001  
Email [info@cedr.com](mailto:info@cedr.com)

## **8. Costs of making a complaint**

There will be no fee or charge for making any form of complaint

## **9. Confidentiality**

Other than in exceptional circumstances, all conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that it is necessary.

We also ask that you keep the existence and details of the complaint confidential until after the complaints process has been concluded.

However, the circumstance giving rise to the complaint may be such that it may not be possible to maintain confidentiality.

Circumstances where it may not be possible to maintain confidentiality are:

- (a) where we are required to disclose information about the complaint to others (including the person complained about) in order to investigate or resolve it.
- (b) where we are required to provide information about the complaint to a professional or regulatory body (including the RICS & Faculty of Party Wall Surveyors).
- (c) where we are required by law to disclose information about the complaint.

## **10. Document Retention Policy**

As part of our commitment to client care we will retain any written records and/or documents or correspondence generated by your complaint for a period of 6 years.

We inspect an anonymised record of complaints regularly with a view to improving services.

## **11. Regulatory bodies**

We are regulated by the following relevant bodies.

If you consider that our actions have breached their Rules and Regulations, you may be able to make a report to these bodies.

Any report that you may make to any of our regulatory bodies is wholly separate from, and not a part of, this complaints handling procedure.

- Royal Institution of Chartered Surveyors
- Faculty of Party Wall Surveyors
- Chartered Institute of Building

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