

MIRUS SURVEYORS

RESIDENTIAL VALUATION SPECIALISTS

Regulated by RICS

Mirus Property Ltd

COMPLAINTS PROCEDURE FORM

Business to Business

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible and supporting evidence. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

1. We will send you a letter/email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A written outcome/email of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
3. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. This again will be completed within 15 days
4. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

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Please note the following:

You will need to submit your complaint to CEDR Services Ltd within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

Please ensure CEDR Services Ltd is referenced in your Complaints Handling Procedure (CHP) using the below ADR Scheme details:below:-

Website: cedr.com/consumer/rics

Email: surveyors@cedr.com

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