



Ingleton Wood strive to provide the best service possible, however, if at any point you become unhappy with the service provided then you should inform us immediately so we can do our best to resolve the problem.

Should such a situation arise, the following procedures will be followed whilst dealing with your complaint:

Upon receipt of a complaint, the matter shall be referred to the Project Principal. The Project Principal will investigate the nature of the complaint in accordance with the internal Complaints Procedure.

- We will contact you within 5 working days of the complaint to explore/agree the nature of the complaint.
- An investigation into the complaint will take place to determine what action, if any, ought to be carried out by the Practice to rectify the immediate cause of concern.
- A report will be issued within a further 15 working days advising the course of action proposed to rectify the complaint.
- A review of the Practice systems and procedures to establish whether a more general corrective action is merited.

If you remain dissatisfied with any aspect of our handling of your complaint or if you would prefer not to direct your complaint through the individual responsible for your service, you should contact a member of our Quality Team via [quality@ingletonwood.co.uk](mailto:quality@ingletonwood.co.uk) or alternatively please contact one of our Partners.

We maintain a complaints log and take corrective action through our Business Management System where appropriate.

#### Alternative Dispute Resolution

If you are not satisfied with any aspect of the outcome of your complaint then you have the right to pursue redress through one of the recognised, independent ADR mechanisms.

<b>Architect-Led</b>	Administrator RIBA Mediation Scheme Royal Institute of British Architects 66 Portland Place, London W1B 1AD T: 0207 580 5533 W: <a href="http://www.riba.org">www.riba.org</a>
<b>Surveyor-Led – Consumer Clients RICS Regulatory Board Approved ADR mechanism</b>	Centre for Effective Dispute Resolution 70 Fleet St, London EC4Y 1EU t 0207 536 6116 e <a href="mailto:applications@cedr.com">applications@cedr.com</a> w <a href="http://www.cedr.com/consumer/rics/">www.cedr.com/consumer/rics/</a>
<b>Surveyor-Led –Business Clients RICS Regulatory Board Approved ADR mechanism</b>	Arbitration Procedure for Surveying Disputes IDRS Limited, 70 Fleet Street, London, EC4Y 1EU t 020 7520 3800 f 0845 1308 117 e <a href="mailto:info@idrs.ltd.uk">info@idrs.ltd.uk</a> w <a href="http://www.idrs.ltd.uk">www.idrs.ltd.uk</a>