

JWA Surveyors – Complaints Policy

Listening, Learning and Improving

Our Commitment

At JWA Surveyors, we are committed to delivering the highest possible standards of service to our clients.

We take a positive approach to complaints: listening carefully, responding promptly, and using feedback to improve the way we work.

We recognise that, from time to time, things may not go as planned. When this happens, we want you to tell us so that we can resolve matters quickly, courteously, and fairly.

Our procedures follow the requirements set out by the Royal Institution of Chartered Surveyors (RICS), ensuring that all complaints are dealt with consistently and transparently.

What is a Complaint?

A complaint is:

“Any expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by JWA Surveyors, its staff, or contractors, where detriment is perceived to have occurred.”

Reporting a problem or requesting further service is not necessarily a complaint — but if you are dissatisfied, we will treat it as one.

Who Can Complain?

Anyone who has received a service from JWA Surveyors (or is affected by our work), or who is acting with a client’s permission, may use this complaints procedure.

How to Complain

If you are dissatisfied with our service, please contact us:

✉ Email: complaints@jwasurveyors.co.uk

☎ Telephone: 01763 797001

✉ Post: JWA Surveyors

56 Clear Crescent

Melbourn

Cambridgeshire

SG8 6JD

When making your complaint, please provide:

- Your full name and address
- Your preferred contact details
- Details of your concerns, including any supporting information

What Happens Next?

Stage 1 – Acknowledgement

- We will acknowledge your complaint within 5 working days.

Stage 2 – Investigation and Response

- We will investigate your complaint thoroughly.
- Within 15 working days of receiving it, we will provide a full written response.
- If more time is required, we will keep you informed and let you know when to expect our final response.

Independent Redress

JWA Surveyors is regulated by the Royal Institution of Chartered Surveyors (RICS).

If, after completing our internal procedure, you are still dissatisfied, you may refer your complaint to:

Centre for Effective Dispute Resolution (CEDR) – Independent Adjudication Service (RICS)

100 St Paul's Churchyard

London

EC4M 8BU

✉ applications@cedr.com

☎ 020 7536 6116

🌐 www.cedr.com/consumer/rics

This independent redress scheme has the authority to make awards of redress where appropriate.

Our Promise

We value all feedback, whether positive or negative, and will use it to continually improve our services. By following this complaints procedure, we ensure that all concerns are handled fairly, professionally, and in accordance with RICS requirements.