

## Connells Survey & Valuation Complaints Procedure

Connells Survey & Valuation is committed to providing you with the highest standards of service. However, there may be occasions when our service may fall short of your expectations. This easy to use guide is designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection, this complaints procedure has been designed to meet the requirements of the standards laid down by the Royal Institution of Chartered Surveyors.

Connells Survey & Valuation endeavour to ensure that all complaints are treated with urgency and timeliness; with fairness and respect; and in line with RICS requirements.

Complaints can be submitted by letter, email or telephone to the contact details shown below. However detailing your complaint in writing helps us to ensure we have understood all your concerns so that we can investigate them all fully and fairly:

Customer Care Team  
Connells Survey & Valuation Limited  
Cumbria House  
16-20 Hockliffe Street  
Leighton Buzzard  
Beds  
LU7 1GN

Email: [customercare@connells.co.uk](mailto:customercare@connells.co.uk)

Customer Care Team Telephone: 01525 218647  
(Please note that all calls are recorded for monitoring purposes.)

### What happens then?

Regardless of how we receive your complaint, our experienced Customer Care team will ensure that your complaint is logged within our complaints handling system and it will be acknowledged within 1 working day following which your concerns will be fully investigated and responded to accordingly.

Where the issues are straightforward, we will aim to resolve them within 5 working days from acknowledgment. However, in some cases it may be necessary to review the valuation file in detail or even revisit the property concerned before responding. This will clearly take longer and should this be required the person investigating your concerns will let you know.

Where possible we will, within 28 days of receipt of your written summary, provide a full response or update you to let you know what actions have been or still need to be taken to enable a full response to be provided.

All complaints and concerns are reviewed on a monthly basis to ensure that any trends are identified and appropriate action is taken to continuously improve and provide a first class service.

### What if this doesn't resolve matters?

If we cannot agree how to resolve your complaint you will have the opportunity to refer your complaint to an independent redress scheme. Details of the scheme are available from:

**The Property Ombudsman, Milford House, 43 – 55 Milford Street, Salisbury, Wilshire, SP1 2BP**  
or <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>