

# Complaints Handling Procedure

## Background and Aim

CVS is committed to consistently delivering excellent service to its clients and as part of this commitment is to ensure that we address all complaints professionally using a clearly defined process which is explained below.

This document outlines the complaints handling procedure operated by CVS and the redress mechanism approved by the RICS Regulatory Board if a complaint cannot be resolved by CVS directly. All complaints received by CVS will be treated in accordance with these guidelines for fairness and to ensure that all complaints are resolved at the earliest possible stage.

## The Process

1. If a complaint is made against CVS then it will be passed to the relevant Department Head, who will become the complaint handler for the duration of your case. Andy Myers, Operations Director at CVS, has been appointed to oversee our complaints process, therefore if you have any concerns in relation to how your case is being handled or would like to make a complaint please do not hesitate to contact him.

Contact Details;

Address: Oakland House, Talbot Road, Manchester, M16 0PQ  
Tel: 0161 2910330  
Fax: 0161 2910445  
Email: [complaints@cvsuk.com](mailto:complaints@cvsuk.com) or [andymyers@cvsuk.com](mailto:andymyers@cvsuk.com)

2. If you have initially made a complaint verbally, please outline this in writing and forward to the details above.
3. Once we receive your complaint in writing we will acknowledge your complaint in writing within 48 hours.
4. We will fully investigate your complaint and respond to you within 28 days, with details of the investigation and what actions have been taken to prevent any recurrence.
5. If you are dissatisfied with any aspect of our investigation we invite you to make any further comments you may have in relation to this.
6. If you remain dissatisfied with any aspect of our handling of your complaint, then we can discuss whether the RICS Dispute Resolution Service is required to provide independent adjudication.