

Rob Hearne Consulting Ltd
Robert Hearne MRICS

Chartered Quantity Surveyor
16 Birchwood Close , Bryncoch , Neath. SA10 7UP

Complaints Procedure

- A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:-

Robert Hearne
16 Birchwood Close,
Bryncoch.
Neath.

SA10 7UP

Telephone 01639 645502

Mobile 07816 754606

- Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
- Once I have received your written summary of the complaint, I will contact you in writing within seven days to inform you of my understanding of the circumstance leading to your complaint .You will be invited to make any comments that you may have in relation to this.
- Within twenty one days of receipt of your written summary, I will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
- If you are dissatisfied with any aspect of my handling of your complaint, you should contact Mr Paul Bastian MRICS of Paul Bastian & Associates 20 Pontardulais Rd , Gorseinon , Swansea SA4 4FE Telephone 01792 898663 who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.
- If you remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process operated by the Royal Institution of Chartered Surveyors.
- If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators Dispute Resolution Services , International Arbitration Centre , 12 Bloomsbury Square , London , WC1A 2LP from whom details of the scheme may be obtained.

R.J HEARNE MRICS

21st June 2022