Complaints Handling Procedure

This document represents the procedure to be followed when a complaint is made to Michael Holden (FRICS) Ltd and is with effect from 1st Jan 2025.

The appointed person within Michael Holden (FRICS) Ltd who will deal with your complaint is Mr Michael Holden MBA FRICS FCABE. However, if Michael Holden personally is the source of the complaint, then another senior surveyor will be asked to deal with this matter if this is appropriate. Our main office is Pleasington Golf Club, Pleasington Lane, Pleasington, Blackburn BB2 5JF.
Phone: 01254 505031
Email: info@holdenscs.co.uk

The following procedure will be followed:

Stage 1: Internal complaints procedure

1. If a verbal complaint is made, the complainant will be requested to make their complaint in writing.
2. On receipt of a written complaint, the complaint will be acknowledged within 7 days by the practice and our complaints handling procedure will be forwarded on.
3. The complaint will be given full consideration by the practice (a nominated person) and we will consider the matter and then write to the client with our detailed response within 30 working days from the date of acknowledging a complaint.
4. Every effort will be made to respond fully to the complaint within 30 working days, but occasionally, particularly if the matter is complex, we would advise that more time may be required and we will advise you of this and an update will be given.
5. We will advise in writing that the internal complaints procedure (Stage 1) has been exhausted and our proposed action, but in the situation where it cannot be resolved, we are members of an independent mediation service. Details of the independent redress mechanism (Stage 2) will be included.
6. Unfortunately, because of a general increase in vexatious complaints, we reserve the right to issue and pursue a counterclaim against such allegations.

Stage 2: Independent redress mechanism

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take their case to an independent redress mechanism should they wish to. The independent redress mechanism used by Michael Holden (FRICS) Ltd is the Centre for Effective Dispute Resolution:-

Phone: +44 (0)20 7520 3800
Web:: https://www.cedr.com/consumer

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Complaints Policy

OUR BUSINESS COMPLAINTS POLICY

The business always endeavours to provide the best service. However, on rare occasions, there may be times when a customer may not be completely satisfied.

To ensure the business can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve.

Please contact the business straight away with any concerns either by phone, email or write to us. If writing, get proof of posting.

Business Complaint Procedure
On receipt of your complaint the business will respond based on the Stage 1: Internal complaints procedure and Stage 2: Independent redress mechanism, see the details above.

Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint. This can be done through RICS as above or as part of the Which? Trusted Traders endorsement the business also has access to an Alternative Dispute Resolution (ADR) service for domestic installation, service, repair and maintenance work.

If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.