

SURVO LIMITED

COMPLAINTS HANDLING PROCEDURE

We regret that you have had cause to make a complaint. We have implemented the following complaints procedure to help us resolve your grievance and work towards continually improving our professional services.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

Please send your written complaint to:

Jonathan Possenheimer
Survo Limited
195 Bury Old Road
Prestwich
Manchester
M25 1JF

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board.

We have chosen to use the following redress provider:-

Consumer Redress:

Property Redress Scheme
Membership number PRS059560
Limelight, 1st Floor, Elstree Way
Borehamwood, Hertfordshire, WD6 1JH

0333 321 9418
info@propertyredress.co.uk
www.propertyredress.co.uk

Business to business ADR

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

020 7334 3806
020 7334 3802
drs@rics.org
www.rics.org/drs

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