

REVISED APRIL 2019

## INNES ENGLAND

### COMPLAINTS HANDLING PROCEDURE

1.1 Should you have any complaints about the service which you receive, we set out below the procedure which we will follow in dealing with that complaint

1.2 Initially your complaint will be considered and reviewed by;

Matthew Hannah MRICS  
Managing Director  
Innes England Limited  
2 The Triangle  
Enterprise Way  
NG2 Business Park  
Nottingham NG2 1AE

Tel: 0115 924 3243  
Email: [mhannah@innes-england.com](mailto:mhannah@innes-england.com)

1.3 Having received the complaint we will contact you in writing within 10 working days and set out what we understand to be the basis of your case. At that point we will also invite you to make any further comments that you may wish to make in relation to your complaint.

1.4 Within a further 15 working days we will contact you and inform you of the outcome of the investigation into your complaint and confirm to you what action we propose to take or has been taken.

1.5 If you remain dissatisfied with the result of the above you can refer your complaint to:

CEDR Solve  
The International Dispute Resolution Centre  
70 Fleet Street  
London EC4 1EU

Tel: 0207 5366000  
Email: [info@cedr.com](mailto:info@cedr.com)  
Web: [www.cedr.com](http://www.cedr.com)