iSurv Chartered Building Surveyors Ltd. Complaints Policy

iSurv Chartered Building Surveyors Ltd. is committed to dealing effectively with any complaints you may have about our service.

If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

1. Policy statement

iSurv is committed to providing high-quality services to all our clients and stakeholders. We value feedback, both positive and negative, as it provides us with an opportunity to improve our services. This policy outlines the procedure for making and handling complaints to ensure they are resolved promptly, fairly, and transparently.

2. Definition of a complaint

A complaint is any expression of dissatisfaction, whether oral or written about the standard of service, actions, or lack of action by iSurv or its employees, which affects an individual or group.

3. When to use this policy

When you complain to us, we will usually respond in the way we explain below. Sometimes, you might be concerned about matters that are not decided by us and we will then advise you about how to make your concerns known.

4. What to review before making a complaint

a) Ensure you have read your report thoroughly.

b) Ensure you have followed the advice provided in the report?

c) Read the terms and conditions for the service.

5. What should you include in your complaint

a) Remember to state your name, email address and telephone number and whether you are acting on behalf of someone else.

b) Provide the property address relevant to the complaint.

c) Briefly describe what your complaint is about and provide photographs to illustrate the issue if possible.

d) Include any documents or reports which provide information about the issue.

e) List your specific concerns starting with the most important concern.

f) Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)

6. Making a complaint

6.1 Informal complaints

Initial resolution: Complaints should be raised as soon as possible directly with the person or service involved. Often, issues can be resolved quickly and informally.

Timeframe: Informal complaints should ideally be raised within 5 working days of the issue occurring.

6.2 Formal complaints

If the issue cannot be resolved informally, a formal complaint can be made. Complaints should be submitted in writing, either by email or letter, to the Complaints Manager. The complaint should include the complainant's name, contact details, and a detailed description of the issue, including dates and any relevant documentation.

Contact Details:

Email: complaints@isurv.ie

Address: iSurv Chartered Building Surveyors Ltd, Complaints Manager, 51 Bracken Road, Sandyford, Dublin 18, D18CV48

7. Dealing with your complaint

a) We will formally acknowledge your complaint within 5 working days and let you know how we intend to deal with it.

b) We will ask you to tell us how you would like us to communicate with you and will communicate as per your request.

c) We will deal with your complaint in an open and honest way.

8. Handling Complaints

8.1 Acknowledgement

Receipt confirmation: All formal complaints will be acknowledged in writing within 3 working days of receipt. This acknowledgement will include the name and contact details of the person handling the complaint.

8.2 Investigation

Assigned investigator:

The complaint will be assigned to an appropriate manager or senior staff member

8.3 Investigation process:

The investigator will gather all relevant information, which may include reviewing documents, interviewing employees, and discussing the issue with the complainant.

8.4 Timeframe: We aim to resolve complaints within 15 working days. If more time is required, the complainant will be informed of the reason for the delay and a new timeframe will be provided.

8.5 Resolution

Outcome notification: The complainant will be informed in writing of the investigation's outcome, including any actions taken or proposed to resolve the issue. Remedies: Remedies may include an apology, corrective action, a change in procedures, or any other appropriate resolution.

8.6 Appeals

Right to appeal: If the complainant is not satisfied with the outcome, they may appeal in writing within 10 working days of the decision.

Appeal process: The appeal will be reviewed by a senior manager or director not previously involved in the complaint. The outcome of the appeal will be communicated within 10 working days.

9. Mediation by a third-party expert

If the complainant is still not satisfied after the appeal process, mediation can be sought through a third-party industry expert from the Society of Chartered Surveyors Ireland (SCSI).

9.1 Request for mediation:

The complainant or iSurv can request mediation. This request should be submitted in writing to the Complaints Manager.

9.2 Selection of mediator:

A mediator from SCSI, who is an expert in the relevant field, will be appointed to facilitate the mediation process.

9.3 Mediation process:

The mediator will arrange a meeting with all parties involved to discuss the issue and work towards a mutually acceptable resolution.

9.4 Confidentiality:

The mediation process will be conducted confidentially, and the mediator's recommendations will be non-binding unless agreed upon by both parties.

10. Confidentiality

All complaints will be handled with confidentiality, and information will only be shared with those necessary to investigate and resolve the complaint.

11. Monitoring and reporting

Record keeping: A record of all complaints, investigations, and outcomes will be maintained.

Reporting: Regular reports will be provided to senior management to identify trends and areas for improvement.

12. Policy review

This policy will be reviewed annually to ensure its effectiveness and compliance with best practices and legal requirements.

13. Contact information

For any questions or further information about this policy, please contact:

Complaints Manager

Email: complaints@isurv.ie

Phone: +353 1 575 6100

14. SCSI & Ombudsman

If you feel you have been treated unfairly or received a bad service through some failure on our part. You may escalate your concerns to an alternative dispute resolution provider the Society of Chartered Surveyors Ireland (SCSI) who will review your complaint and and considered by an independent redress provider approved by SCSI. If your complaint is not resolved satisfactorily within the SCSI, you can then consider escalating the matter to the relevant Ombudsman as they expect you to bring your complaint to our attention first and to give us a chance to put things right.

If your complaint is in relation to the purchase of a property, you may contact:

Name or Department: SCSI

Email: info@scsi.ie

Telephone number: (01) 644 5500

Website: https://scsi.ie/

Ombudsman: The Office of the Ombudsman, 18 Lower Leeson Street, Dublin2

Telephone numbers: (01) 695 600 Lo-Call: 1890223030

Email ombudsman@ombudsman.ie

Website: www.ombudsman.ie