



GOLD CREST CHARTERED SURVEYORS  
8 Melbourne Business Court  
Millennium Way  
Pride Park  
Derby  
DE24 8LZ  
Tel: 01332 678416  
Email: [contact@goldcrestsurveyors.com](mailto:contact@goldcrestsurveyors.com)

**Gold Crest Trading Ltd    CHP**

**Complaints Handling Procedure with effect from: 27 Oct 2016**

If you wish to make a complaint to Gold Crest Surveyors, you will need to put this in writing if you have not already done this. In any event, we attempt to acknowledge your complaint within 7 days by issuing you with a copy of this Complaints Handling Procedure.

**Stage 1.**

Upon receipt of a written complaint, the first stage of our complaints handling procedure will involve full consideration of your complaint by our Senior Director Mr S J Naylor FRICS on behalf of the firm. We will try to resolve the complaint to your satisfaction within a period of 8 weeks of receiving your written complaint. If you are happy with the outcome of Mr Naylor's investigation into your complaint, the matter will conclude.

**Stage 2.**

If we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is:

**If you are a non-business client:**

CEDR (Centre for Effective Dispute Resolution)  
70 Fleet Street, London EC4Y 1EU

tel: 02075 366116 or 02075 203800  
email: [applications@cedr.com](mailto:applications@cedr.com)  
[www.cedr.com](http://www.cedr.com)

<https://www.cedr.com/solve/dispute-resolution-services/>

**If you are a business client:**

RICS Dispute Resolution Services  
Parliament Square  
SW1P 3AD  
T 02476 868555