

## COMPLAINTS HANDLING LETTER

**Chartered Surveyors, Valuers  
& Project Managers**

If you would like to make a complaint to Adelaide Jones, please follow the steps set out below.

1. Please put all complaints in writing to the principals of the firm using the details below.  
  
Name: Mr M R Nimba MRICS  
  
Office address: 116 Seymour Place, London W1H 1NW  
  
Telephone: 020 7725 5800
3. Once we have received your written summary of the complaint, we will contact you in writing within **three** working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within **fifteen** working days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

Consumer clients please contact:  The Property Ombudsman Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP	Telephone: 01722 335 458 Email: <a href="mailto:admin@tpos.co.uk">admin@tpos.co.uk</a> Website: <a href="http://www.tpos.co.uk">http://www.tpos.co.uk</a>
Business clients please contact:  Centre of Effective Dispute Resolution International Dispute Resolution Centre 70 Fleet Street London EC4Y 1EU	Adelaide Jones' preferred dispute resolution operated by CEDR is <b>Arbitration Procedure for Surveying Disputes.</b> Telephone: 020 7536 6000 Fax: 020 7536 6001 E mail: <a href="mailto:info@cedr.com">info@cedr.com</a> Website: <a href="http://www.cedr.com">www.cedr.com</a>

Yours sincerely

**M R NIMBA MRICS**  
**ADELAIDE JONES**  
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