

COMPLAINTS HANDLING PROCEDURE

We hope you will be fully satisfied with our service, however in the event of a complaint we are required under the RICS Regulation to adopt the following procedure:

1. Complaints received by the Firm will in the first instance be dealt with directly by Mark Dyson of Mark Dyson Surveyors Ltd, Glebe Farm Office, Shillingford St George, Exeter EX2 9QN, 01392 833828, and followed up in writing to ensure that the complaint is fully understood. The firm will endeavour to resolve the complaint to your satisfaction, with a full response within 1 month.
2. In the event that the client is not satisfied, the complaint will be referred in writing to our professional body the Royal Institution of Chartered Surveyors and for business clients the contact details are RICS Dispute Resolution Service, Surveyor Court, Westward Way, Coventry, CV4 8JE, telephone 020 7334 3806.
3. For non-business clients, Mark Dyson Surveyors Ltd may, if required, register with the “Ombudsman Services Property”

MARK DYSON SURVEYORS LTD, GLEBE FARM OFFICE, SHILLINGFORD ST GEORGE, EXETER, EX2 9QN,
COMPANY REGISTERED NO: 7574434

last updated: 20.11.2025