

The logo for ADM Surveyors, featuring the word "ADM" in a bold, white, sans-serif font on a red rectangular background, followed by the word "Surveyors" in a white, serif font on a dark red rectangular background.

### **ADM - CUSTOMER CARE POLICY**

*ADM Surveyors Limited believe that giving a personal, friendly and efficient service is the key to success. Building strong relationships and long term repeat business with our clients are fundamental to the continued success and growth of ADM Surveyors Limited.*

- *Understanding our Clients is the key to a profitable business.*
- *We will manage our customers' expectations to give them what they require.*
- *Our aim is for our customers to value the service we provide as highly as we value their business.*
- *Understand the priorities of the customer.*
- *Deliver a level of service to satisfy our customers in the context of a proper commercial understanding*
- *Independently measure the customers' satisfaction with our service.*
- *Provide communication links and systems at all appropriate levels in order to maximise responsiveness and co-operation.*
- *Respond to the feedback to provide an improved level of service*
- *In addition, we believe that a customer's image can be further enhanced by selecting a contractor who recognises the importance of this issue and is committed to ensuring that excellent care is provided.*
- *As our ultimate customer, we recognise that a major benefit to our client is to be provided with a project construction period free from third party complaints.*
- *It becomes incumbent upon ADM Surveyors Limited to ensure this happens.*
- *At ADM Surveyors Limited we are committed to providing a level of care that exceeds industry current practice.*

### **Complaints Handling Procedure**

*If you feel aggrieved that ADM Surveyors have failed in their agreed obligations please in the first instance make your appointed ADM representative know about the grievance by telephone or in person.*

*If you are still aggrieved following the above action please discuss your complaint with a senior member of staff. The senior member of staff may request that you send your formal complaint in writing to the company registered office which is as follows:*

*ADM Surveyors Limited  
Suite 1, Rosehill  
165 Lutterworth Road  
Blaby  
Leicester  
LE8 4DX*

Upon receipt of a written complaint from a customer ADM Surveyors will take the following action.

- The formal complaint will be acknowledged by a senior member of staff confirming who will be dealing with the complaint in a timely manner.
- Formal complaints will then be considered by a senior member of the firm.
- A full response or an update on the complaint will be given within 28 days of receipt of the formal complaint.
- If the complaint cannot be resolved, it will be referred to the independent redress scheme provided by the Centre for Effective Dispute Resolution (Customers) or RICS Dispute Resolution Service (Firms) as follows.

Centre for Effective Dispute Resolution  
The International Dispute Resolution Centre, 70 Fleet St, London EC4Y 1EU  
t 020 7536 6000  
e [info@cedr.com](mailto:info@cedr.com)  
w [www.cedr.com](http://www.cedr.com)

RICS Dispute Resolution Service  
Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE

t 020 7334 3806  
e [drs@rics.org](mailto:drs@rics.org)  
w [www.rics.org/drs](http://www.rics.org/drs)

*This policy will be reviewed annually, when circumstances indicate a change is needed or when legislation is introduced that necessitates change.*

Steven Masic  
Managing Director



Sam Kenyon  
Managing Director



Reviewed: December 2022