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GEOSIGHT COMPLAINTS HANDLING PROCEDURE

Introduction

GEOSIGHT takes complaints very seriously and as a RICS regulated company, uses the RICS Global Complaints Procedure as a best practice model of complaint procedure management. We always strive to provide excellent standards of service to all who deal with us, and will investigate where and why this does not happen. If you are unhappy with our services then please let us know. We want to understand what has gone wrong and work with you towards a solution as quickly and effectively as possible.

Our complaints procedure

This procedure covers complaints about the way GEOSIGHT has provided a service, behaved, or made a decision. This procedure does not cover complaints from GEOSIGHT employees who should use the grievance procedure outlined in the Employee Handbook.

This procedure does not form part of any contract that you may have with us and it may be amended at any time. We may also vary or depart from this procedure, including any time limits, as appropriate in any case.

Continuous improvement

We want to make sure that we can provide the best service possible. Your feedback regarding this is important to us as it allows us to continue to learn and develop our products and services. If you have comments and suggestions about how we can improve our services to you please email us your feedback: info@geosight3d.com

Abusive or persistent behaviour

We will not tolerate any abusive behaviour towards any member of GEOSIGHT staff. Should any evidence of abusive behaviour be recorded, we reserve the right to restrict contact with GEOSIGHT staff and in the most severe cases decline to proceed with any investigations until such behaviour ceases. Likewise, persistent complaints that have already been through the complaint handling process will be disregarded if we feel that we have taken the matter as far as we are reasonably able.

Data protection

Information regarding your complaint will be created and processed according to GDPR procedures. Complaints are covered under data protection regulations in the same way as any other data we hold. For details on the security of your data, please refer to our privacy policy at: <https://www.geosight3d.com/privacy/>

The Ombudsman Service

The Ombudsman Service is available to you throughout the complaints procedure and can be a quick and effective resolution to complaints. Please let us know if you would like us to refer your complaint.

THE PROCEDURE

Stage 1 – The Complaints Log

The first step in this process is to tell us about the issues you have experienced. The easiest way for you to do this is by calling or emailing us directly or making a time and date to meet with us in person to discuss your concerns. In your contact please include full details of your complaint and your preferred contact details. When you get in touch with us we will aim to resolve your complaint at the first point of contact. If further investigation is required, your complaint will proceed to Step 2 below.

We will acknowledge a complaint by adding it to our Complaints Log within five working days and provide a full response to you within fifteen working days. As we are a small company all complaints are dealt with by the Managing Director, or whomever she delegates, in the first instance.

The Complaints Log acknowledgement will outline what we understand to be the root cause of your complaint, the decided best course of action to deal with this complaint and if possible at this stage, the outcome. If further investigation is required your complaint will continue to Stage 2 below.

Stage 2 – Additional Investigation

If it is decided further investigation is required, you will be assigned a member of the team who will be your point of reference until the matter is resolved. You will be provided a unique case reference number which will allow us to record the issues you have experienced on our system.

Your assigned contact will agree with you the next steps to be followed and the actions proposed to complete the investigation. The scope of the investigation, the involvement of any third party and the financial impact of such will need to be agreed before this can proceed.

Your assigned contact will keep you regularly updated on the progress of your complaint until the matter is resolved.

Stage 3- Review for Appeal

If you are not satisfied with our response at this point and we have confirmed that there is nothing more we can do, you may be able to make an appeal for certain complaint matters. You will need to submit a written declaration that you wish to do so within 28 days of the date of the outcome decision (our contact with you regarding your complaint outcome).

In this case we can make available to you an alternative redress provider, the Centre for Effective Dispute Resolution, <https://www.cedr.com/consumer/rics/>

Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street, London EC4Y 1EU
Tel: +44 (0)20 7536 6001 **Email:** infor@cedr.com