

Complaints Handling Process (CHP)

At Horizon Surveys Ltd, our aim is always to meet your expectations and deliver sound and reliable advice.

Sometimes, however, you may have cause to question our service either because you are not happy or are not clear about something.

In such circumstances we will do everything possible to answer your questions promptly and clearly.

In the first instance, please give us a clear description of your question or concern to make sure that we have a full understanding of it. You can do this by writing to us at:

Horizon Surveys Ltd
Office 5, 37 Victoria Road East,
Thornton-Cleveleys,
FY5 5BU
01253 366149
www.HorizonSurveys.co.uk
Info@HorizonSurveys.co.uk

We will:

1. Acknowledge your communication within three working days.
2. Investigate your concerns and respond fully and in writing within 15 working days of receipt of your communication.
3. Keep you informed if there is any delay to the above timeframe. For example, we may need to carry out some further inspections or investigations to provide you with a comprehensive answer.

If you are not satisfied with the answer and would like a further review, then let us know and we will provide a final viewpoint within 15 days of your request for a review. In such circumstances we may request, at our expense, that another surveyor visit the property to review the matter of concern or conduct other further investigations.

With our final viewpoint we will provide details of how you can contact The Property Ombudsman who offer an independent redress scheme of which we are members. This service is provided without charge to you.

The Property Ombudsman,
Milford House,
43-55 Milford Street,
Salisbury,
SP1 2BP
01722 333306
www.tpos.co.uk
admin@tpos.co.uk

You must refer your complaint to the ombudsman within 12 months of receiving our final viewpoint.

info@horizonsurveys.co.uk · 01253 366149