



Complaints Handling Procedure Crown Survey & Valuation

At Crown Survey & Valuation we are committed to delivering the highest standards of service. Occasionally, things may not go as planned. This simple guide explains how you can raise your concerns and how we will deal with them.

How to make a complaint

Complaints can be made by letter, email or telephone using the details below. Setting out your concerns in writing helps ensure we fully understand them and can respond thoroughly.

Complaints Contact
Crown Survey & Valuation Ltd
309 Hoe Street
Walthamstow
London
E17 9BG
Tel: 0204 522 8366
Email: hello@crownsurveyors.co.uk

What happens next?

Whatever way you contact us, your complaint will be logged in our system and acknowledged within 1 working day.

If the issue is straightforward, we will aim to resolve it within 5 working days. In some cases, we may need to review the valuation file in detail or even revisit the property. If that is necessary, it may take longer. The person handling your complaint will keep you updated. Within 28 days of receiving your written summary, we will provide a full response or an update to let you know what further steps are needed.

We regularly review complaints and feedback to identify any patterns and ensure we continue to improve the service we provide.

If you remain dissatisfied

If we cannot agree a resolution, you can refer your complaint to an independent redress scheme approved by RICS:

Centre for Effective Dispute Resolution (CEDR)
100 St Paul's Churchyard
London EC4M 8BU
Tel: +44 (0)20 7536 6000
Email: info@cedr.com
Web: www.cedr.com/consumer/rics

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Regulated by RICS

