



Chartered Valuation Surveyor / Certified Mediator
Unit 2, Dyfrig Road Industrial Estate, Cardiff, CF5 5AD
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Email enquiries@bvalued.co.uk

Complaints Procedure

This note sets out the procedure, if you have a complaint against bValued Ltd.

1. If you have a complaint you should not hesitate to contact Arthur Bletchly who will deal with the matter initially.
2. Where your complaint is initially made orally, you will be requested to submit a written summary of your complaint.
3. Once Arthur Bletchly has received your written summary of the complaint, he will contact you in writing within seven days to inform you of his understanding of the circumstances leading up to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, Arthur Bletchly will write to you, in order to inform you of the outcome of his investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of his handling of your complaint, consumer clients may refer the matter to CEDR
www.cedr.com
70 Fleet Street, London EC4Y 1EU
Tel 020 7536 6060
Email adr@cedr.com
6. Businesses though should refer their complaint to The Neutral Evaluation Procedure/ The Arbitration Procedure for Surveying Disputes.

c/o IDRS Limited
24 Angel Gate
City Road
London
EC1V 2PT

Tel: 020 7520 3800

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W: www.idrs.ltd.uk

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