



*Chartered Valuation Surveyor*  
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### **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 The Ombudsman Services: Property OSP

[www.ombudsman-services.org/contact-us-property.html](http://www.ombudsman-services.org/contact-us-property.html)

**Phone 0330 440 1634**

**Post:** Ombudsman Services: Property

PO Box 1021

Warrington

WA4 9FE

[www.bvalued.co.uk](http://www.bvalued.co.uk)

**Director: A. Bletchly BSc, MRICS, MEWI**

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**RICS**



**EWI**

Expert Witness Institute

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

Tele: 020 7520 3800

E: [info@idrs.ltd.uk](mailto:info@idrs.ltd.uk)

W: [www.idrs.ltd.uk](http://www.idrs.ltd.uk)