

Complaint Form

Your details

Title _____ First name _____ Surname _____

Address _____

Telephone _____

Email _____

If you are a member of SCSI please give your membership no. _____

Details of member

Name of Member _____

Name and Address of Members Firm _____

Which surveying service are you complaining about?

- | | | | |
|---|--|---|--|
| <input type="checkbox"/> Surveys and Valuations | <input type="checkbox"/> Boundary Disputes | <input type="checkbox"/> Estate Agency | <input type="checkbox"/> Lettings
(Residential or Commercial) |
| <input type="checkbox"/> Property Management | <input type="checkbox"/> Construction Projects | <input type="checkbox"/> Planning Matters | <input type="checkbox"/> Expert Witness |
| <input type="checkbox"/> Energy Assessor | <input type="checkbox"/> Quantity Surveying | <input type="checkbox"/> Building Surveying | <input type="checkbox"/> Other |

If other, please state _____

Please provide a brief description of your complaint

When submitting your complaint form, please attach and send the details of your complaint and the circumstances that led to it and what you hope to achieve (no more than a side of A4 is required).

What is your relationship with the Member, e.g. are you their client?

When did the member provide the surveying service you are complaining about?

Have any fees been paid to the Member for the Service?

Yes No Partially Not Applicable

If yes, please detail

Have you already complained or taken your grievance to the Member via their Complaint Handling Procedures?

Yes No

If yes, what was their response?

Have you approached someone else about your complaint, e.g. a solicitor, the courts?

Yes No

If yes, who? What was the result?

When we receive a complaint, we undertake a detailed investigation by gathering the information we need from both complainant and member for assessment.

Please read carefully information at this link that will explain to you what SCSI can and cannot investigate and detail on our complaints processes.

If a hearing transpires in this case, please confirm you are willing to attend as a witness

Yes No

Complaint forms and attached documents can be sent to the SCSI Regulation Department at regulation@scsi.ie or via post to Regulation Department, Society of Chartered Surveyors, 38 Merrion Square, Dublin 2 D02 EV61

Signature: _____

Date: _____