

C L I E N T I N F O R M A T I O N

Complaints Handling Procedure

A clear, fair and transparent process for raising concerns about our service

Our Commitment. JM Valuation Group is committed to providing every client with an independent, professional and high-quality valuation service. In the rare event that something falls short of your expectations, we want to know — and we will work with you, constructively and promptly, to put it right.

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1. Introduction

JM Valuation Group is a firm regulated by the Royal Institution of Chartered Surveyors (RICS), and all of our professional staff are RICS Registered Valuers. As an RICS-regulated practice we are required to operate a formal complaints handling procedure, and we are pleased to set ours out for you below.

We take every complaint seriously. The procedure that follows applies to all clients — consumer and commercial — and explains how to bring a concern to us, how we will respond, and the independent redress options available to you should we be unable to resolve matters to your satisfaction.

2. How to Contact Us

Your complaint should be submitted in writing so that we can fully understand your concerns and keep an accurate record on file. Please send your complaint to the following office, addressed for the attention of **The Complaints Officer**:

POSTAL ADDRESS

JM Valuation Group

Suite 187, Brentano Suite
Catalyst House, 720 Centennial Avenue
Elstree, Hertfordshire WD6 3SY
United Kingdom

DIRECT CONTACT

Complaints Officer

Tel: +44 (0) 203 616 1101
Mob: +44 (0) 7730 469 491
Email: JoshM@JMValuationGroup.com

What to include in your complaint

To help us investigate your concerns as efficiently as possible, please include:

- Your full name, address and a daytime contact telephone number;
- The address of the property to which the instruction relates (if applicable);
- Our reference number or the date of the report or instruction;
- A clear description of your concerns, with copies of any supporting correspondence;
- The outcome you are seeking from your complaint.

3. Stage 1 — Internal Investigation

STAGE 1 Investigation by a Director of JM Valuation Group

1. We will **acknowledge your complaint within 3 working days** of receipt. At that point we may ask for additional information or documentation to support our investigation.
2. Your complaint will be overseen by a **Director of the firm**, who will carry out a thorough and impartial review.
3. Where helpful, we may request a **site visit** with a senior member of staff to clarify any matters in person. We will aim to arrange this within **10–15 working days** of receipt of your complaint.
4. We will write to you with our **full findings and any actions to be taken within 21 working days** of either the joint site visit or, where no visit is required, the date your complaint was received.

4. Stage 2 — Independent Redress

If, after Stage 1, we have been unable to resolve your complaint to your satisfaction, you have the right to refer the matter to an independent redress provider approved by the RICS Regulatory Board. We use the following providers:

FOR BUSINESS-TO-BUSINESS CLIENTS

RICS Dispute Resolution Service

Surveyor Court, Westwood Way
Coventry, CV4 8JE

Tel: 020 7334 3806

Email: drs@rics.org

Web: www.rics.org/drs

FOR CONSUMER CLIENTS

Centre for Effective Dispute Resolution (CEDR)

International Dispute Resolution Centre
70 Fleet Street, London EC4Y 1EU
United Kingdom

Tel: +44 (0) 20 7536 6000

Email: applications@cedr.com

Web: www.cedr.com

A complaint must usually be referred to the independent redress provider within **12 months** of our final written response under Stage 1. The decision of the redress provider may be binding on JM Valuation Group, depending on the scheme rules.

5. Our Service Standards at a Glance

When	What you can expect from us
Within 3 working days	Written acknowledgement of your complaint and confirmation of the Director overseeing it.
Within 10–15 working days	If a site visit is required, we will offer an appointment within this period.
Within 21 working days	Full written response setting out our findings and any actions taken or proposed.
Within 8 weeks	Where the matter is complex, a final written response — at which point you may refer the matter to the independent redress provider.
Within 12 months	Period in which a complaint may be referred to the independent redress provider following our final response.

6. How We Will Treat Your Complaint

Every complaint received by JM Valuation Group is handled in line with the following principles, which reflect both RICS guidance and our own standards of professional conduct:

- **Fairly and impartially** — overseen by a Director who has had no prior involvement in the matter, where reasonably practicable.
- **Confidentially** — only those staff and advisers directly involved in the investigation will have access to the file.
- **Promptly** — within the timeframes set out in this procedure, with regular updates if any step is going to take longer.
- **Without cost** — there is no charge for raising a complaint with us under this procedure.
- **Constructively** — we will use the lessons learned from every complaint to improve the service we offer all clients.

7. Record-Keeping & Continuous Improvement

In line with our obligations as an RICS-regulated firm, JM Valuation Group maintains a central register of all formal complaints. Each entry records the date, nature and outcome of the complaint, together with any remedial action taken or change made to our procedures as a result. This register is reviewed periodically by the Directors and forms part of our annual RICS regulatory return.

8. Where to Find This Procedure

A copy of this Complaints Handling Procedure is supplied with our Terms of Engagement at the outset of every instruction, and is available on request from our office at any time. The most up-to-date version is also available on our website.

If you would like to talk before putting anything in writing, please contact our Complaints Officer on the details set out in section 2. We are always happy to discuss a concern informally as a first step.