



## Do you have a complaint?

If you have a complaint  
with a chartered surveying firm,  
surveyor or estate agent,  
we may be able to help.



We are the Surveyors Ombudsman Service set up to sort out complaints about chartered surveying firms, surveyors and estate agents from consumers using their services.

It is our job to investigate complaints fairly by listening to both sides of the story and looking at the facts.

If we decide to make an award, and you accept it, then the member firm has agreed to take the action that we have asked for in the final decision.

**We are independent and the service is free to use.**

## **We are here to help**

There are some complaints that we cannot deal with. Please contact us to find out if we can help you.

We issue information in other languages and formats.

Visit our website:

**[www.surveyors-ombudsman.org.uk](http://www.surveyors-ombudsman.org.uk)**

Phone:

**0330 440 1634 or 01925 530 270**

Textphone:

**0330 440 1600 or 01925 430 886**

