

Complaints Handling Procedure

Drone Building Inspection & Surveying Services Ltd (DBISS)

Version 1.1 — 7 October 2026 | Next review: October 2027



Drone Building Inspection & Surveying Services Ltd is regulated by RICS. Firm No. 871137.

Our commitment

DBISS is committed to providing a professional service to all clients. If something goes wrong, we want to know about it so that we can put it right. This procedure explains how to raise a complaint, how we will deal with it, and what you can do if you remain dissatisfied. A copy of this procedure is provided with our Terms of Engagement, is published at [Complaints - Drone Building Inspection and Surveying Services Ltd](#) and is available free of charge on request. There is no charge for using this procedure.

Complaints Officer

Andrew Parker AssocRICS MCIOB is the appointed Complaints Officer for DBISS and will handle all complaints received by the Company.

Andrew Parker

Drone Building Inspection & Surveying Services Ltd
8 Ritcroft Street, Hemel Hempstead HP3 8PF
T: 07572 190983 | E: info@dbiss.uk | W: www.dbiss.uk

How to complain

Complaints should be made in writing (letter or email) to the Complaints Officer and should include:

- your name, address and contact details;
- the property address and our report reference (where applicable);
- a description of your complaint; and
- the outcome you are seeking.

If you raise a complaint verbally, we will record it in writing and send you a copy so that you can confirm we have understood it correctly.

Stage 1 — Our internal investigation

1. We will acknowledge your complaint in writing within **7 calendar days** of receipt, enclosing a copy of this procedure and setting out our understanding of the circumstances giving rise to your complaint. You will be invited to comment on or correct that understanding.
2. The Complaints Officer will investigate your complaint and send you a full written response within **28 calendar days** of receipt, setting out our findings and any remedy we propose. If we are unable to respond fully within 28 calendar days, we will write to explain why and confirm the date by which a full response will be provided.

3. If you remain dissatisfied with our response, you may ask for a final review. We will then issue a **final written decision** confirming our position and your right to refer the matter to independent redress under Stage 2.
4. Andrew Parker is the firm's only surveyor. Where a complaint concerns his own work, an independent internal review is not possible; in such cases we will complete Stage 1 promptly and offer early referral to independent redress under Stage 2.

Stage 2 — Independent redress (ADR)

Consumer clients

If your complaint has not been resolved to your satisfaction, or more than **8 weeks** have passed since you first raised it with us, you may refer it to our independent alternative dispute resolution provider, approved by the RICS Standards and Regulation Board:

Centre for Effective Dispute Resolution (CEDR)

100 St Paul's Churchyard, London EC4M 8BU

T: 020 7536 6116 | E: surveyors@cedr.com

W: www.cedr.com/consumer/rics

- CEDR's service is **free of charge to consumers**. DBISS pays the scheme's fees and will not seek to recover any scheme or associated costs from you.
- Referrals should be made within **12 months** of our final written decision.
- The adjudicator's decision is **binding on DBISS if you accept it** within the scheme's acceptance period. If you reject the decision, it is binding on neither party and you remain free to pursue other remedies, including legal action.

Business clients

Where the complainant is a business, an unresolved complaint may, by agreement between the parties, be referred to an approved business-to-business ADR mechanism, such as:

RICS Dispute Resolution Service (DRS)

55 Colmore Row, Birmingham B3 2AA

T: 020 7334 3806 | E: drs@rics.org | W: www.rics.org/drs

or CEDR's Business-to-Business Adjudication Service.

Record keeping

We maintain a complaints log recording each complaint received, the actions taken, the dates of our responses, the outcome, and any referral to ADR.

Your legal rights

Nothing in this procedure affects your statutory rights or your right to seek independent legal advice or take legal action at any time.