



Complaints

We aim to provide high quality services which meet your needs. We believe we achieve this most of the time but if we do not get it right please let us know.

It is often best to contact the person you have been dealing with but if you would rather contact another person our appointed person for dealing with complaints is Sarah Cowper.

If the complaint is complex or involved, we may ask you to confirm your complaint in writing.

We will often be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within 5 working days.

Every effort will be made to respond fully to the complaint within 28 days. If the complaint cannot be responded to fully, an update will be given.

If you are not happy with the response we have given we would ask you to confirm in writing the reasons why. We will consider the points you raise and give you our final response within a further 5 working days.

In the event you are still unhappy with our response the final appealing body for matters relating to surveyor's statutory functions in pursuance of Section 10 of the Act is the Faculty of Party Wall Surveyors.

Contact details

Sarah Cowper: DPW Appointed Person: sarah@devonpartywalls.com

Faculty of Party Wall Surveyors: enq@fpws.org.uk