

MID SUSSEX HOME INSPECTORS LTD ENERGY & HOME CONDITION REPORTS & SURVEYS



Stephen Farrow
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Complaints Procedure

We aim to offer a comprehensible service at all times, however there may be a time when there is a cause for complaint. In these incidents we aim to resolve the matter quickly and efficiently. If you are still unhappy with our findings you can go through our complaints procedure as listed below.

In the first instance your complaint will be dealt with us in writing by our contact listed below within 10 working days.

You can contact us in the following ways

Contact Name: Stephen Farrow
Telephone: 01403 272862
Fax: 01403 272862
Email: info@mshi.org.uk
Website: www.mshi.org.uk
Write: 37 Vale Drive
Horsham
West Sussex
RH12 2JU

In the unlikely event that you remain unhappy with the findings then you can contact NHER to help further. Their details are;

SAVA Certification Scheme
Telephone: 0870 837 6500
Website: www.sava-cs.org.uk Email: info@sava-cs.org.uk
Address: SAVA Certification Scheme
The National Energy Centre
Davy Avenue
Knowlhill
Milton Keynes
MK5 8NA