

COMPLAINTS HANDLING PROCEDURE

Guidance for Clients

1. Under the Royal Institution of Chartered Surveyors (RICS) Rules of Conduct, we are required to operate a Complaints Handling Procedure. If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.
2. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:-

Richard Stafford MRICS, 11 Park Street, Ashford, Kent, TN24 8LR Tel: 01233 613900

3. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint. You will be invited to make any comments that you may have in relation to this.
4. Once we have received your written summary of the complaint we will contact you in writing within 7 (seven) days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
5. Within 21 (twenty-one) days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
6. If you remain dissatisfied with any aspect of our handling of your complaint and you are a consumer then we agree to enter into mediation with you in accordance with The Centre for Effective Dispute Resolution (CEDR):-

International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EY

T: 0207 536 6000
E: info@cedr.com

7. If the complaint has not been resolved to your satisfaction and you are a business, we agree to the referral of your complaint to the Independent Dispute Resolution Service for the Neutral Evaluation Procedure for Surveying Disputes, IDRS Limited, 24 Angel Gate, City Road, London EC1V 2PT.

T: 020 7520 3800 F: 0845 1308 117
E: info@idrs.ltd.uk W: www.idrs.ltd.uk