



## **Complaints Handling Information**

As a RICS regulated firm we are committed to providing a professional service to all our clients and customers. This means we want to put anything right that we can and to do this we need you to tell us about it. Also, if you need help with any part of the process do contact us as we understand not everyone can communicate in the same way.

If after contacting us you wish to make a formal complaint we ask you to set this out in writing (either letter or email). Also, we might ask you for further information or to clarify any part of your complaint, this means we will be able to fully understand and respond within the timeframes set out below.

How we manage the process:

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### *Initial Reply*

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We will send you a reply within 3 working days of receiving your complaint to confirm we have received it and enclose this procedure if it has not already been sent.

You may be asked to set out your complaint in more detail, this is the best way to ensure you we understand it the nature of the complaint.

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### *Investigate*

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We will then investigate your complaint. This gives us the opportunity to review and consider the information provided in full and to ensure it is reviewed by the most relevant person within our firm.

Your complaint may require specialist attention due to the wide nature of our professional work so we may allocate that to a Director who was not the original person who the complaint was given to.

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### *Response*

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Following this investigation, a formal written outcome will be sent to you within 15 working days of receipt of the original complaint.

However, in some instances we may ask for more time if you make multiple or complex submissions. This may mean it takes longer than 15 days to get you. We will keep you informed of this and when you can expect the response in accordance with the guidelines of our professional membership.

This is known as the final viewpoint letter and will contain our final response in the matter.

After you have received your final viewpoint letter if you are still not satisfied with the response you may appeal, here is the information regarding that:

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### *How to Appeal*

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If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from the dispute resolution provider that best meets your needs. These are

RICS Complaints relating to professional work - Centre for Effective Dispute Resolution  
Sales and Lettings complaints – The Property Ombudsman

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### *Who to Contact?*

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For RICS complaints in relation to our RICS regulated activities e.g. Surveys or Valuations please contact:

Centre for Effective Dispute Resolution  
100 St Paul's Churchyard, London, EC4M 8BU

- 020 7536 6000
- [info@cedr.com](mailto:info@cedr.com) [www.cedr.com](http://www.cedr.com)

For complaints that may relate to the sale or letting of property please contact:

The Property Ombudsman  
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

- 01722 333 306
- [www.tpos.co.uk](http://www.tpos.co.uk)

Please note, if you contact a dispute resolution scheme you must bring this to the attention their attention within 12 months of the date of our final viewpoint letter, including any evidence to support your case.

Both schemes require that that all complaints are addressed through and fully exhausted by the in-house complaint procedure before being submitted for an independent review.