

COMPLAINTS HANDLING PROCEDURE

This note sets out the procedure we will follow in dealing with any complaint:

1. We have appointed Mr Frederick Terence Holt (FTH) (4 Pratt Walk, Lambeth, London SE11 6AS or telephone 020 7582 9375) to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made your complaint verbally – whether face-to-face or on the telephone - please also make it in writing, addressed to F T Holt.
3. Once we have received your written complaint, F T Holt will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further written comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, F T Holt will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you are unhappy with any of the above, you can refer your complaint to the Royal Institution of Chartered Surveyors (RICS) Dispute Resolution Service (DRS) Customer Complaints Procedure. Further details and to see if your claim is eligible are available from the RICS Dispute Resolution Service, 55 Colmore Row, Birmingham B3 2AA and at www.rics.org/drs.

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