

# Complaints Handling Procedure

## Scope and Purpose

This company abides by the mandatory requirements of the Royal Institution of Chartered Surveyors (RICS) for handling any complaints

## Policy Statement

**This note sets out the procedure we will follow when dealing with a complaint:**

- Details of the complaint must be made in a written summary, giving as much detail as possible regarding the circumstances. This should be sent to: Usha De Sousa, Legal Counsel, 65 Gresham Street, London EC2V 7NQ.
- Once we have received a written summary of the complaint, we will contact the complainant in writing within seven days to inform them of our understanding of the circumstances leading to the complaint. The complainant will be invited to make any comments they may have in relation to this.
- Within twenty eight days of receipt of the written summary, the person dealing with the complaint will write to the complainant, in order to inform them of the outcome of the investigation and to let them know what actions have been or will be taken.
- If the complainant remains dissatisfied with any aspect of our handling of the complaint, then we will attempt to resolve this promptly through negotiations.
- If the complaint has still not been resolved to the complainant's satisfaction, we agree to the referral of the complaint to the Arbitration Procedure for Surveying Disputes (appropriate for Business to Business Complaints) or the Centre for Effective Dispute Resolution (appropriate for Consumer Complaints), unless the complaint relates to consumer-facing estate agency, property management or lettings, in which case we are Registered with the Property Redress Scheme. Further details of the appropriate Scheme can be supplied upon request.

For further information, please contact:

## Usha De Sousa

### Legal Counsel

Avison Young  
65 Gresham Street  
London  
EC2V 7NQ  
020 7911 2798

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