

As a regulated Royal Institution of Chartered Surveyors (RICS) firm, we have in place a Complaints Handling Procedure, which meets the regulatory requirements. Our Complaints Handling Procedure has two stages. Stage one of the Complaints Handling Procedure gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to the relevant Office Partner / Service Partner, a list is given overleaf.

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

General Matters – Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London EC4Y 1EU (www.cedr.com)

Estate Agency – Property Redress Scheme (PRS), Premiere House, 1st Floor, Elstree Way, Borehamwood WD6 1JH (www.theprs.co.uk)

For Business-to-Business clients:

Arbitration Procedure for Surveying Disputes - Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London EC4Y 1EU (www.cedr.com)

Centre for Disputes Resolution (CEDR) Model Mediation Procedure.

Office / Service	Partner	Address / Telephone Number
Aberdeen	James Petty	2 Albert Street, Aberdeen, AB25 1XQ Telephone: 01224 621 300
Ayr	Geoff Brown	33 Sandgate, Ayr, KA7 1BE Telephone: 01292 886 544
Beauly	Rob Whitson	5 High Street, Beauly, IV4 7BS Telephone: 01463 717 799
Forfar	Malcolm Taylor	Manor Street, Forfar, Angus, DD8 1EX Telephone: 01307 462 516
Kendal	Neal Salomon	Martindale House, Murley Moss Business Park, Oxenholme Road, Kendal, Cumbria, LA9 7RL Telephone: 01539 896 101
Morpeth	Steve Parlett	Ellington Business Centre, Lynemouth Road, Ellington, Morpeth, NE61 5HB Telephone: 01670 862 235
Northwich	Neal Salomon	Blakemere Village, Chester Road, Sandiway, Northwich CW8 2EB Telephone: 01606 523 030
Oban	Mark Mitchell	5 Albany Street, Oban, Argyll, PA34 4AR Telephone: 01631 566 122
Perth	Mark Mitchell	Durn, Isla Road, Perth, PH2 7HS Telephone: 01738 621 121
Thirsk	Derek Tyson	Thirsk Rural Business Centre, Thirsk, North Yorkshire YO7 3AB Telephone: 01845 522 095
Bell Ingram Design	Iain Cram	Durn, Isla Road, Perth, PH2 7HS Telephone: 01738 621 121
Estate Agency	Carl Warden	Durn, Isla Road, Perth, PH2 7HS Telephone: 01738 621 121
Forestry	Geoff Brown	33 Sandgate, Ayr, KA7 1BE Telephone: 01292 886 544