

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](http://www.cedr.com))

Estate Agency – Property Redress Scheme (PRS), Premiere House, 1<sup>st</sup> Floor, Elstree Way, Borehamwood WD6 1JH ([www.theprs.co.uk](http://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](http://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<br>Telephone: 01224 621 300   |
| Ayr                | Geoff Brown        | 33 Sandgate, Ayr, KA7 1BE<br>Telephone: 01292 886 544   |
| Beauly             | Rob Whitson        | 5 High Street, Beauly, IV4 7BS<br>Telephone: 01463 717 799  |
| Forfar             | Rhona Booth        | Manor Street, Forfar, Angus, DD8 1EX<br>Telephone: 01307 462 516  |
| Kendal             | Neal Salomon       | Martindale House, Murley Moss Business Park, Oxenholme Road, Kendal, Cumbria, LA9 7RL<br>Telephone: 01539 896 101 |
| Morpeth            | Simon Hetherington | Ellington Business Centre, Lynemouth Road, Ellington, Morpeth, NE61 5HB<br>Telephone: 01670 862 235               |
| Northwich          | Neal Salomon       | Blakemere Village, Chester Road, Sandiway, Northwich CW8 2EB<br>Telephone: 01606 523 030                          |
| Oban               | Mark Mitchell      | 5 Albany Street, Oban, Argyll, PA34 4AR<br>Telephone: 01631 566 122   |
| Perth              | Mark Mitchell      | Durn, Isla Road, Perth, PH2 7HS<br>Telephone: 01738 621 121   |
| Thirsk             | Derek Tyson        | Thirsk Rural Business Centre, Thirsk, North Yorkshire YO7 3AB<br>Telephone: 01845 522 095                         |
| Bell Ingram Design | Iain Cram          | Durn, Isla Road, Perth, PH2 7HS<br>Telephone: 01738 621 121   |
| Estate Agency      | Carl Warden        | Durn, Isla Road, Perth, PH2 7HS<br>Telephone: 01738 621 121   |
| Forestry           | Geoff Brown        | 33 Sandgate, Ayr, KA7 1BE<br>Telephone: 01292 886 544   |