

COMPLAINTS HANDLING PROCEDURE

1. INTRODUCTION

- 1.1 Renshaw Chartered Surveyors strive to provide a service that incorporates the highest levels of professional standards, competence and efficiency within a competitive fee structure.
- 1.2 However, we recognise that there may be an occasion where a client or member of the public feels that our service has not met such standards.
- 1.3 As an RICS Registered firm, we have a duty to maintain and make available at request, our a procedure for handling complaints, as a guide to ourselves and complainants, as set out in this note.

2. SUMMARY OF TERMS

- 2.1 CPH Complaints Handling Procedure.
- 2.2 Day A working day excluding weekends, bank holidays or any notified holiday periods within the practice.
- 2.3 RICS Royal Institute of Chartered Surveyors
- 2.4 CEDR Centre for Effective Dispute Resolution
- 2.5 TPO The Property Ombudsman
- 2.6 Version Last updated March 2021.

3. THE COMPLAINTS PROCESS

3.1 It is recognised that Mr Renshaw is a service provider within the company and that you may not feel comfortable processing a complaint through that party. Renshaw Chartered Surveyors therefore has a reciprocal relationship with the independent practice of Empson Chartered Surveyors. If you wish this complaint process to be handled by Empson Chartered Surveyors then you must advise in your initial email as part of the process in 3.2 below.

3.2 STAGE 1: Renshaw Chartered Surveyors should be given notice of your intention to complain via email to info@rensurveyors.co.uk clearly marked 'Complaint – ' in the subject line.

3.3 STAGE 2: we will (i) acknowledge receipt (ii) confirm your point of contact and (iii) request a formal written account of your complaint is made within seven days.

3.4 STAGE 3: once your written summary of the complaint has been received, we will contact you in writing within 7 days (unless advised of an alternative timescale) to inform you of our understanding of the circumstances leading to your complaint.

3.5 STAGE 4: you will be invited to make any comments that you may have in relation to this response within 7 days.

3.6 STAGE 5: within 14 days of our Stage 3 response, we will inform you of the outcome of the investigation into your complaint and will let you know what actions have, or will be, taken.

3.7 You will have 7 days to accept our conclusion. If you remain dissatisfied with any aspect of our handling of your complaint, then there are two options available:

1. Appeal to the designated independent practice.
2. Application to an RICS approved alternative dispute resolution scheme:

CEDR
www.cedr.com/consumer/rics/
T. 020 7536 6116
E. applications@cedr.com

The Property Ombudsman
<https://www.tpos.co.uk/>
T. 01722 333306
E. admin@tpos.co.uk