

Complaints Handling Procedure

1. Purpose

This Complaints Handling Procedure outlines the process for receiving, investigating, and resolving complaints in a prompt, fair, and transparent manner, in accordance with RICS requirements.

2. Definition of a Complaint

A complaint is defined as:

“Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of a client about the firm’s service or conduct.”

3. Principles

- **Transparency:** Clear information provided to clients on how to make a complaint.
- **Accessibility:** Available to all clients, free of charge.
- **Fairness:** Treated objectively and without bias.
- **Timeliness:** Handled promptly within published timeframes.
- **Confidentiality:** Information kept secure and only shared where necessary.

4. How to Make a Complaint

Clients can make a complaint by contacting:

Complaints Officer: Colin Edwards
Email: colin.edwards@besgeo.co.uk
Phone: 01525 300721
Address: 13 Church Street, Ampthill, Bedford, MK45 2PL

Complaints can be made verbally, in writing, or via email.

5. Internal Complaints Procedure

Step 1: Acknowledgement

- Complaints will be acknowledged in writing within 7 days of receipt.

Step 2: Investigation

- The complaint will be investigated by the Complaints Officer or an appointed senior member of staff not directly involved in the matter.
- We aim to provide a written response with the outcome of the investigation within 28 days of acknowledgment.

Step 3: Further Investigation (if needed)

- If more time is needed, we will write to the complainant explaining why and provide a new timeframe (not exceeding a total of 56 days from initial receipt).

Step 4: Final Response

- A final written response will be issued outlining:
 - The investigation outcome
 - Any proposed remedies or actions
 - The next steps if the complainant is dissatisfied

6. Alternative Dispute Resolution (ADR)

If the complainant is not satisfied with the final response, or if the complaint remains unresolved after 8 weeks, the complaint may be referred to an independent redress mechanism.

We are registered with the following redress scheme:

For Consumer Clients:

Centre for Effective Dispute Resolution (CEDR)

Website: cedr.com/consumer/rics

Email: surveyors@cedr.com

Post: 100 St Paul's Churchyard, London, EC4M 8BU

7. Records and Monitoring

- All complaints will be recorded in our Complaints Register.
- We will monitor and review complaints to identify recurring issues and improve services.
- Records will be kept for at least six years.

8. Policy Review

This procedure is reviewed annually or following significant legislative or regulatory changes.