



COMPLAINTS HANDLING PROCEDURE

The following procedure is based on the RICS Professional Regulation and Consumer Protection Regulations pertaining to complaints about the professional conduct of a Chartered Surveyor who is a Member of the Royal Institution of Chartered Surveyors.

In the event of you being dissatisfied with the service that has been provided then the following course of action is available to you:

Stage One

We have appointed Tim Clark, Partner, to deal with your complaint. If you have a question or if you would like to make a complaint, please don't hesitate to contact him.

If you have initially made your complaint verbally – whether face to face or over the phone – please also make it in writing, addressed to Tim Clark. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

The first stage of our complaints handling procedure will involve full consideration of your complaint by Tim Clark on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Tim Clark's investigation into your complaint, the matter will conclude.

We will consider your complaint as quickly as possible. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 28 days.

Stage Two

However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is:-

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU

Tel 020 7536 6000
Fax 020 7536 6001
Email info@cedr.com

HAMPTON HOUSE, CHURCH LANE, GREAT GRIMSBY, NORTH EAST LINCOLNSHIRE, DN31 1JR.

Telephone: **01472 353436** Email: enquiries@lb-charteredsurveyors.co.uk Website: www.lb-charteredsurveyors.co.uk