

Complaints Handling

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. • Stage one of the CHP 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.

1.0 RICS Requirements

This help sheet is intended to assist firms in fulfilling their obligations when handling complaints.

Rule 7 'A Firm shall operate a complaints handling procedure and maintain a complaints log. The complaints handling procedure must include a redress mechanism that is approved by the Regulatory Board.'

Complaints Handling Procedure A firm is likely to meet the requirements of rule 7 if it adopts an effective procedure for handling complaints from its clients or anyone else to whom it is imposed legal obligations.

What is a complaint? Any expression of dissatisfaction.

What is the RICS approved Complaints handling Procedure?

2.0 Stage 1

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:

Mr Chris Mace
Mace Davies Associates Ltd
Suite 2006, Fleet House
Springhead Enterprise Park,
Springhead Road
Northfleet, Kent DA11 8HJ
Telephone number: 01322 225 381
Email address: chris.mace@macedavies.co.uk

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.

3.0 Stage 2

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:

Ombudsman Services (Property)

PO Box 1021

Warrington

WA4 9FE

Tel: 0330 440 1634

E-mail: enquiries@os-property.org

Web: www.ombudsman-services.org

For Business Clients:

RICS Dispute Resolution Services

Surveyor Court

Westwood Way

Coventry

CV4 8JE

Tel: 020 733 43806

E-mail: drs@rics.org

Web: www.rics.org/drs