

COMPLAINTS HANDLING PROCEDURE

Guidance for Clients

Under the Royal Institution of Chartered Surveyors (RICS) Rules of Conduct, we are required to operate a Complaints Handling Procedure. If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Michael Taylor FRICS, Rye House, 15 North Street, Ashford, Kent TN24 8LF.
(01233 629281).

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within 7 (seven) days to inform you of our understanding of the circumstances leading to our complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 21 (twenty-one) days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact:

Vaughan Hughes MRICS, Atrium, Calgarth House, 39/41 Bank Street, Ashford, Kent TN23 1DQ (01233 646465).

6. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with The Surveyors Ombudsman Service.

Surveyors Ombudsman Service
PO Box 1021
Warrington
WA4 9FE

T: 0845 050 8181 F: 0845 051 1213|
T: 01925 530 270 F: 01925 530 271
E: enquiries@surveyors-ombudsman.org.uk
W: www.surveyors-ombudsman.org.uk

7. If the complaint has not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors Arbitration Scheme operated by the Chartered Institute of Arbitrators Dispute Resolution Services, 24 Angel Gate, City Road, London EC1V 2PT.

T: 020 7520 3800 F: 020 7520 3828
E: info@idrs.ltd.uk
W: www.idrs.ltd.uk

TAYLOR RILEY

RYE HOUSE 15 NORTH STREET ASHFORD KENT TN24 8LF
TEL: (01233) 629281 FAX: (01233) 665782 www.taylorriley.co.uk



Regulated by RICS

