

COMPLAINTS PROCEDURE (B2B)

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:-

Director – Mr. Ravi Seth

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 three days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within fifteen 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. In addition to our complaints handling procedure we operate the following redress mechanisms approved by the RICS. If you are still unhappy with the result of any of the above, you may refer your complaint to the RICS, the details of which are below.

RICS Dispute Resolution Service

55 Colmore Row

Birmingham

B3 2AA

Tel: **020 7334 3806**

Website: www.rics.org/drs

Email: drs@rics.org