

Earl Kendrick - Complaints Handling Procedure

Introduction

The procedures set out in this document satisfy the requirements of the Royal Institution of Chartered Surveyors (RICS) Rules of Conduct and are intended to ensure that any formal complaint received from a client is dealt with appropriately and as quickly as possible to ensure that the cause and/or subject of the complaint is understood and action taken accordingly.

What is a Complaint?

A complaint is any expression of dissatisfaction that requires a form of response. A complaint must first be put in writing before the complaints handling procedure can be initiated.

The Procedure

This note sets out the procedure that we will follow in dealing with any client complaint:

Stage 1:

Please make your complaint in writing, either by email to: Enquiries@earlkendrick.com or in hardcopy, addressed to:

Chief Operations Officer, Earl Kendrick, The Building Centre, 26 Store Street, London WC1E 7BT.

We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

We will aim, within 7 days, to ensure that the parameters to which the complaint are to be reviewed are agreed by all parties.

Within 21 days of receipt of your written summary/complaint (potentially longer depending upon the seriousness and/or complexity of the complaint), we will write to you to inform you of the outcome of our internal investigation.

We will write to you before the 21 days have expired if our internal investigation is not yet completed.

Our full response will advise you as to what actions have been taken or that will be taken.

Stage 2:

If you are dissatisfied the outcome of our internal investigations, we will be in contact with you to suggest a referral to an independent third party with the authority to award redress, as approved by RICS Regulatory Board.

We have selected the following alternative dispute resolution (ADR) mechanisms through which your complaint may be heard.

For business clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

Email: drs@rics.org

Call: +44 (0) 20 7334 3806

For consumer clients:

Centre for Effective Dispute Resolution
100 St. Paul's Churchyard
London
EC4M 8BU

Email: info@cedr.com

Call: 020 7536 6000

Website: www.cedr.com

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