

Complaints Handling Procedure

This document represents the procedure to be followed when a complaint is made to Highgrove Chartered Surveyors.

The appointed person within Highgrove Chartered Surveyors who deals with complaints is Andreas Leonidou.

The following procedure will be followed:

Stage 1: Internal Complaints Procedure

1. If a verbal complaint is made, the complainant will be requested to make their complaint in writing.
2. On receipt of a written complaint, the complaint will be acknowledged within 7 days.
3. The complaint will be given full consideration by the appointed person.
4. Every effort will be made to respond fully to the complaint within 28 days. If the complaint cannot be responded to in full, an update will be given.
5. If the complaint cannot be resolved, the complainant will be advised in writing that the internal complaints procedure (stage 1) has been exhausted. Details of the independent redress mechanism (stage 2) will be included.

Stage 2: Independent Redress Mechanism

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an alternative dispute resolution (ADR) mechanism should they wish to.

For commercial clients is:

RICS Dispute Resolution Service (DRS)

Phone: +44 (0) 20 7334 3806

Email: drs@rics.org

Website: www.rics.org/dispute-resolution-service

Address: 55 Colmore Row, Birmingham, B3 2AA, United Kingdom

For consumer clients is:

Centre for Effective Dispute Resolution (CEDR)

Phone: +44 (0)20 7536 6000

Email: info@cedr.com

Website: www.cedr.com

Address: 100 St. Paul's Churchyard, London EC4M 8BU, United Kingdom

