

COMPLAINTS HANDLING PROCEDURE

RICS Regulation

The RICS requires that all members who are Directors of Firms that are offering surveying services to the public to have in place a Complaints Handling Procedure meeting an agreed minimum standard.

Background

In the unlikely event that you are dissatisfied with the level of service you have received from an individual Member of the RICS or a Surveying Firm where at least one Partner or Director is a Member of the RICS, you should ask for details of their Complaints Handling Procedure and the individual appointed to manage complaints.

The Process: Complaints Handling Procedure

This note sets out the procedure Berkeley Shaw Real Estate Limited will follow in dealing with any client complaint:

1. Berkeley Shaw Real Estate Limited has a clear procedure for receiving complaints and they will always be directed to the appropriate person(s) for resolution. In our experience, most concerns can be dealt with positively in this way. The first approach is to the Operations Manager. We feel that the majority of cases can be resolved quicker this way.

Contact Details:-

Jessica Cross – Operations Manager
Email: jessicacross@berkeleyshaw.com
Berkeley Shaw Real Estate
The Ternary
Old Haymarket
Liverpool
L1 6ER

2. If you have initially made your complaint verbally, whether face to face or on the phone, we can only consider complaints received in writing. This is to ensure that we fully understand exactly what your complaint is about and have a written record of it.
3. The first stage of our complaints handling procedure will involve full consideration of your written complaint by the above named. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome the matter will conclude.

4. We will contact you in writing within seven* working days to acknowledge receipt of the written complaint. Having identified the nature of the complaint, we will write to you setting out our understanding of the specific complaint. We will also invite you to make any further comments that you may have in relation to this.
5. Within twenty-one* working days of receipt of your written complaint, we will write to you, to inform you of the outcome of his/her internal investigation into your complaint and to let you know what actions we have taken or will take. If it has not been possible to conclude matters at this point we will write to you with an update.
6. If a complaint cannot be satisfied at this stage by the Operations Manager you will need to then escalate your complaint in writing directed to the Head of Department in question. This information can be provided upon request.

If you remain dissatisfied with any aspect of our handling of your complaint, you have the opportunity to find resolution through the appropriate Ombudsman listed below.

The Property Ombudsman (TPO)

Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722333306
Website: www.tpos.co.uk

For Business Clients

It is Berkeley Shaw Real Estate Limited policy to refer unresolved business complaints to:

- RICS Dispute Resolution Service

The contact details are:

RICS Dispute Resolution Service

RICS
Dispute Resolution Services
Surveyor Court
Westwood Way
Coventry
CV4 8JE

Telephone: 0207 334 3806
Email: drs@rics.org
Web: <http://rics.org/drs>

**The time limits are recommendations to ensure that complaints are dealt with promptly.*