

Building Futures Together

Complaints Handling Procedure

Reference: Complaints Policy

Revision Number: 37

Revision Date: August 2024

Next Review Date: August 2025

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1 Introduction

If you have a complaint then this charter sets out the procedure, which will be followed in dealing with that complaint:

- 1.1 A person has been appointed at our offices to deal with complaints and you should not hesitate to contact the relevant person detailed beneath:
 - **R.D. Gould** FRICS | Partner
 - Email: rgould@barker-associates.co.uk
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 seven working 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 twenty-eight working 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 the Managing Partner, **S.E. White** MRICS, based at our Braintree office, who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.
6. If the complaint has still not been resolved to your satisfaction you can refer your complaint to an alternative dispute resolution (ADR) mechanism that is approved by the RICS Regulatory Board:-
 - Consumer redress mechanism:

Centre for Effective Dispute Resolution (CEDR) – 100 St Paul's Churchyard, London, EC4M 8BU
Tel: 020 7536 6000 **Email:** info@cedr.com | **Web:** www.cedr.com/consumer/rics/

- Business-to-business ADR mechanisms:
Arbitration Procedures for Surveying Disputes

The Chartered Institute of Arbitrators (CIArb) - 12 Bloomsbury Square, London WC1A 2LP
Tel: 020 7421 7455 | **Email:** das@ciarb.org | **Web:** www.ciarb.org/adjudication/

RICS Dispute Resolutions Services (DRS) – 55 Colmore Row, Birmingham B3 2AA
Tel: 020 7334 3806 | **Email:** drs@rics.org | **Web:** www.rics.org/drs

Adjudicators drawn from RIBA, and arbitrators drawn from RIBA or the CIArb

Royal Institute of British Architects (RIBA) - 66 Portland Place, London W1B 1AD
Tel: 020 7307 5355 | **Email:** adjudication@riba.org **Web:** www.architecture.com

Contact Details

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