Stafford Perkins
CHARTERED SURVEYORS

COMPLAINTS HANDLING PROCEDURE

Guidance for Clients

1. Under the Royal Institution of Chartered Surveyors (RICS) Rules of Conduct, we are required to operate a Complaints Handling Procedure. If you have a complaint, then this note sets out the procedure which we will following in dealing with that complaint.

2. 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:-
   Richard Stafford MRICS, 11 Park Street, Ashford, Kent TN24 8LR Tel: 01233 613900

3. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint.

4. Once we have received your written summary of the complaint we will contact you in writing within 7(seven) days to inform you of our understanding of the circumstances leading to the your complaint. You will be invited to make any comments that you may have in relation to this.

5. Within 21 (twenty-one) 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.

6. If you remain dissatisfied with any aspect of our handling of your complaint then we agree to enter into mediation with you through The Centre for Effective Dispute Resolution (CEDR), who can be contacted as follows:-

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

   <u>For Consumers:-</u>
   Website: cedr.com/consumer/rics
   Email: surveyors@cedr.com

   <u>For Businesses:-</u>
   adr@cedr.com (neutral evaluation procedure)
   Tel: 020 7536 6060

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Stafford Perkins is a trading name of Richard Stafford Ltd. which is registered in England and Wales, Registration Number 10318068.
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