

Shaw & Company (Surveyors) Limited

Complaints Handling Procedure for Business Clients

In accordance with the:

Royal Institution of Chartered Surveyors

Professional Conduct: Rules of conduct and disciplinary procedures

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. We have appointed Michael Lee to deal with your complaint. If you have question or if you would like to make a complaint, please do not hesitate to contact him. His contact details are:

Michael R Lee BSc(Hons) MRICS
Managing Director
Shaw & Company (Surveyors) Limited
9-11 The Quadrant
Richmond
Surrey TW91BP

Tel: 020 8948 3211
Fax: 020 8948 8734
Email: michael.lee@hmlshaw.com

- 2 If you have initially made your complaint verbally, whether face to face or over the telephone, please also make it in writing, addressing your complaint to Michael Lee at the above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
- 3 Stage One of our complaints handling procedure will involve full consideration of your complaint by Michael Lee on behalf of the company. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Michael Lee's investigation into your complaint, the matter will conclude.
- 4 We will acknowledge receipt of your written complaint within 7 days of receipt.
- 5 We will consider your complaint as quickly as possible. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 28 days.
- 6 Michael Lee 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.
- 7 If the complaint has been resolved to your satisfaction then this will conclude the complaint. However, if this is not possible, then our complaints handling procedure will have been exhausted and your complaint will then be dealt with under the Second Stage.
- 8 Second Stage: If we cannot agree on how to resolve the complaint then you will have the

opportunity to take your complaint to the final stage of our complaints handling procedure, which is the RICS Dispute Resolution whose details are as follows:

RICS Dispute Resolution Service

Surveyor Court

Westwood Way

Coventry

CV4 8JE

Tel: 020 7334 3806

Fax: 020 7334 3802

Email drs@rics.org

Web www.rics.org