



# SHAW & COMPANY

Chartered Surveyors

Shaw & Company (Surveyors) Limited  
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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 Alan Murphy 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:

Alan Murphy - BSc (Hons) MSc MRICS - Director & Head of Surveying  
Shaw & Company (Surveyors) Limited  
9-11 The Quadrant, Richmond, Surrey, TW9 1BP  
Tel: 020 8948 3211  
Fax: 020 8948 8734  
Email: [alan.murphy@hmlgroup.com](mailto:alan.murphy@hmlgroup.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 Alan Murphy 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 Alan Murphy on behalf of the company. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Alan Murphy 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) Alan Murphy 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 Service 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](mailto:drs@rics.org)

Web: [www.rics.org](http://www.rics.org)