

KIRKBY DIAMOND - COMPLAINTS HANDLING PROCEDURE

1.0 INTRODUCTION

The Royal Institution of Chartered Surveyors (RICS) requires all firms regulated by the RICS to operate a complaints handling procedure to deal with complaints from clients and from anyone to whom a duty of care is owed.

Kirkby Diamond's complaints handling procedure is outlined below:

2.0 THE COMPLAINTS HANDLING PROCEDURE

2.1 Stage 1:

- 2.1.1 A person has been appointed within the firm to deal with complaints and you should not hesitate to contact the relevant person. Details are set out below:

N Andrews MRICS
Kirkby Diamond
15 Shenley Pavilions
Shenley Wood
Milton Keynes
MK5 6LB

Tel: 01908 678800
nathan.andrews@kirkbydiamond.co.uk

- 2.1.2 If your complaint has initially been made verbally, whether face to face or over the telephone, please also make it in writing, addressed to N Andrews above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
- 2.1.3 The first stage of our Complaints Handling Procedure will involve full consideration of your complaint by N Andrews MRICS on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with Mr Andrews' investigation of your complaint, the matter will conclude.
- 2.1.4 We will consider your complaint as quickly as possible. We will provide you with a response or, if that is not possible, an update on what is happening with your complaint within 28 days.

Stage 2:

2.1.5 If we cannot agree on how to resolve your complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which involves referring the matter to an alternative dispute resolution mechanism. There are two different redress schemes depending upon whether you are a business client or a consumer. Details of the two redress mechanisms are outlined below and details of how each scheme operates can be found on the website of each organisation.

i In the case of business clients:

**Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU**

www.CEDR.com

02075 366 000

ii In the case of consumers:

**Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU**

www.CEDR.com

02075 366 000

iii In the case of consumers (relating to property management):

**The Property Ombudsman Limited
Milford House
43-55 Milford Street
Salisbury
SP1 2BP**

www.tpos.co.uk

01722 333 306