

Complaints Handling Procedure (CHP)

Under the RICS Rules of Conduct, Tower Surveys Ltd is required to operate a Complaints Handling Procedure.

“We must be professional, open and honest in our work and towards our clients and the general public”

This note sets out the two stage procedure we will follow in dealing with any complaint:

1. Stage 1 - Initial Stage

- 1.1 We have appointed Nick Downes, Director, Tower Surveys Ltd, 21 Opus House, Vivian Avenue, Off Sherwood Rise, Nottingham, NG5 1AF, United Kingdom, Tel +44 (0) 115 9601212, Fax +44 (0) 115 9621200, to deal with complaints. If you have a question, or if you would like to make a complaint, please do not hesitate to contact him.
- 1.2 If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Nick Downes.
- 1.3 Once we have received your written complaint, Nick Downes (or nominated senior manager) will log the complaint and contact you in writing to acknowledge receipt, normally within ten (10) consecutive days of receipt of your written summary. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this. Nick Downes will also inform Tower Surveys’ senior managers and, if necessary, our professional indemnity insurers.
- 1.4 Normally within twenty-eight (28) consecutive days of receipt of your written summary, Nick Downes will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.
- 1.5 If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, please feel free to contact James Hulme, Managing Director, Tower Surveys Ltd, 21 Opus House, Vivian Avenue, Off Sherwood Rise, Nottingham, NG5 1AF, United Kingdom, Tel +44 (0) 115 9601212, Fax +44 (0) 115 9621200, 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.
- 1.6 Once resolved, the complaint is closed and any lessons learned are disseminated to Tower Surveys’ employees.
- 1.7 If you remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review, then we can discuss whether we can agree to go to an independent redress mechanism below.

2. Stage 2 - Redress Mechanism

Please note that the list below is not exhaustive or exclusive, but simply lists schemes approved by the RICS.

2.1 Consumer Complaint

Where the complaint is made by a consumer (which means a person acting outside the course of any business of his, or a person to whom a duty of care is owed) then the redress mechanism is free to the consumer.

The **Ombudsman Services: Property (OS: P)** is free to consumers and can consider any consumer complaints including estate agency related complaints. The OS: P is an approved redress scheme for estate agents under the Consumers, Estate Agents and Redress Act 2007. RICS firms do not need to make a formal application to join the OS: P. Firms who wish to use the OS: P will need to indicate this in their registration form and subsequent annual return.

The contact details for the OS: P are:

Ombudsman Services: Property

PO Box 1021

Warrington WA4 9FE

t 0330 440 1634 or 01925 530 270

f 0330 440 1635 or 01925 530 271

e enquiries@os-property.org

w www.os-property.org

2.2 Business Complaint

CEDR Solve provides a range of options for disputes of any commercial nature, through its express, select and direct commercial mediation services. RICS firms can opt to use this redress scheme on an ad-hoc basis if disputes arise.

The contact details for CEDR Solve are:

CEDR Solve

The International Dispute Resolution Centre

70 Fleet Street

London

EC4Y 1EU

t 020 7536 6060

f 020 7536 6061

e info@cedr-solve.com

w www.cedr-solve.com

If you require further information on dispute resolution, or would like to seek clarification outside of our complaints handling procedure, please visit www.rics.org/regulation or contact the RICS Dispute Resolution Service on telephone 0207 334 3806.

This document is owned by Tower Surveys Ltd, 21 Opus House, Vivian Ave, Nottingham, NG5 1AF, United Kingdom.
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