



Complaints Handling Procedure

STANDARD PROCEDURE FOR COMPLAINTS HANDLING

1. Purpose

The purpose of this Complaints Handling Procedure is to provide a transparent and efficient process for addressing and resolving client complaints in a timely manner. This procedure is designed to ensure that complaints are handled professionally, fairly, and consistently across all levels of the organization.

2. Scope

This procedure applies to all staff members of Delva Patman Redler LLP including employees in the London office and all regional offices.

3. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of a client regarding the firm's services.

4. Complaints Handling Process

4.1 Receipt of Complaint

All complaints should be directed to the Complaints Officer.

The Complaints Officer is Stuart Gray, Managing Partner, reachable at 0207 936 3668.

4.2 Acknowledgment of Complaint

Upon receipt of a complaint, the Complaints Officer will acknowledge the complaint within 7 working days.

4.3 Investigation

The Complaints Officer will conduct a thorough and impartial investigation into the complaint.

The investigation will be completed within 21 working days.

4.4 Resolution

The Complaints Officer will propose a resolution to the complainant.

If the complainant is satisfied with the proposed resolution, the complaint will be considered closed.

4.5 Escalation

If the complainant is not satisfied with the proposed resolution, the complaint should be referred to:-

CEDR (Centre for Effective Dispute Resolution)
100 St Paul's Churchyard
London EC4M 8BU
Tel: 0207 536 6000
Email: info@cedr.com

5. Record-Keeping

All complaints and their resolutions will be documented and retained for a minimum of 2 years.

6. Continuous Improvement

The firm will periodically review complaints data to identify trends and implement measures to prevent the recurrence of similar issues.

7. Communication

Clear and timely communication will be maintained with the complainant throughout the complaints handling process.

8. *Training*

All staff members will be provided with training on this Complaints Handling Procedure to ensure consistent implementation across the organization.

The RICS has advised that the complaints handling procedure does not apply to work carried out as appointed surveyor under the Party Wall etc Act 1996 for the following reason:

- the Party Wall Act has its own mechanisms for dealing with the conduct and disagreements which usually give rise to complaints; PW surveyors' authority is strictly limited by the Party Wall Act; Party Wall surveyors do not have to 'do their appointing owners' bidding'
- the provisions in the Party Wall Act are statutory and cannot be replaced with those of RICS or the redress body.

If you have a complaint, this note sets out the procedure which we will follow in dealing with that complaint. This procedure complies with the standard procedure laid down by the Royal Institution of Chartered Surveyors.

The Partners have been appointed to deal with complaints and you should not hesitate to contact the relevant person. Details are set out below:-

Stuart Gray, Rob French or Ashley Patience
Contact Address: One George Yard, London EC3V 9DF

Delva Patman Redler LLP
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