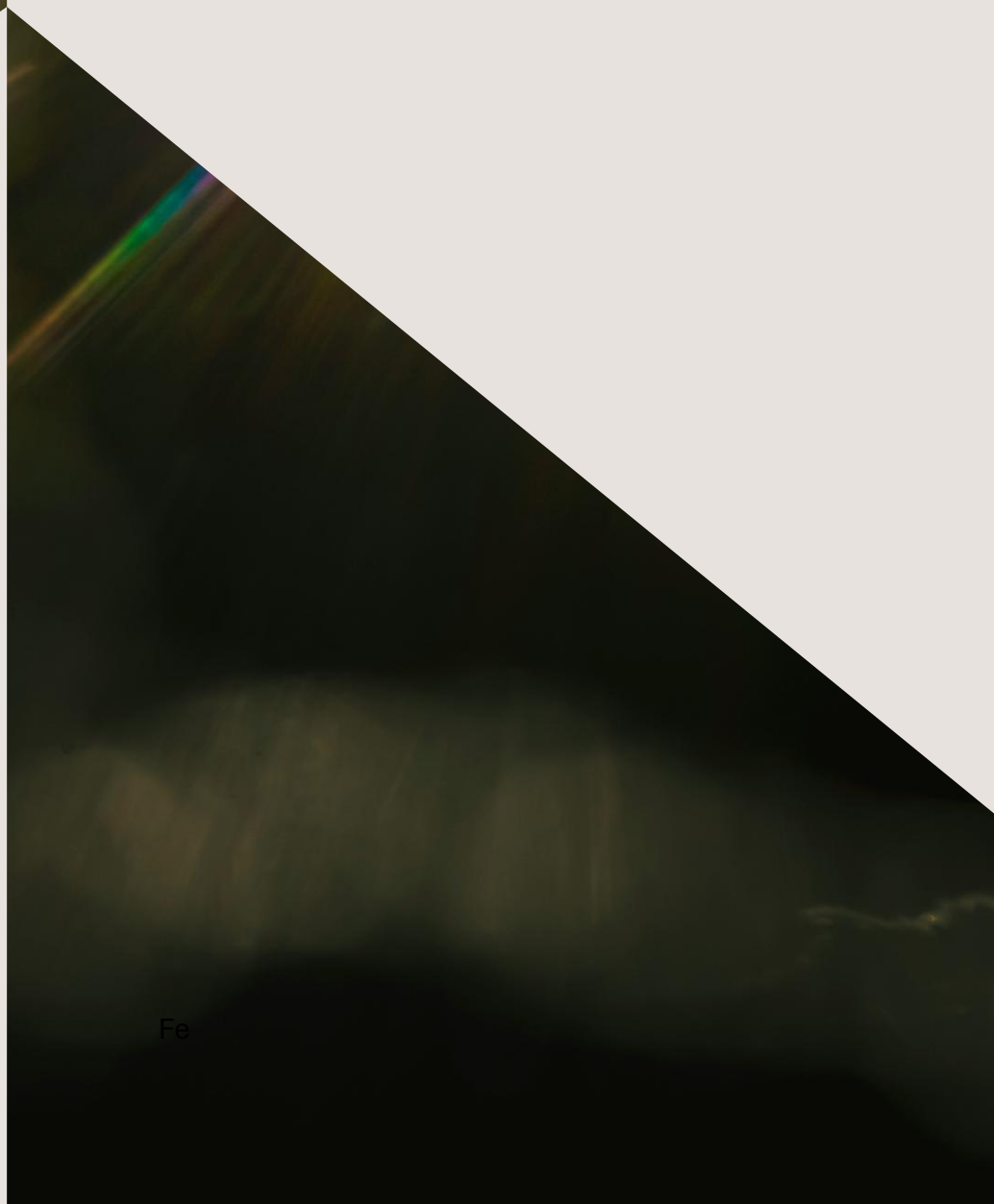
Complaints Handling Procedure



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STANDARD PROCEDURE FOR COMPLAINTS HANDLING

1. Purpose

The purpose of this Complaints Handling Procedure is to provide a clear, transparent and efficient process for addressing and resolving client complaints in a timely manner.

We are committed to handling all complaints professionally, consistently, and in accordance with the requirements of the Royal Institution of Chartered Surveyors.

2. Scope

This procedure applies to all partners and staff members of Delva Patman Redler LLP across all offices.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether oral or written, whether justified or not, from or on behalf of a client, in relation to the firm's professional services or conduct.

This includes (but is not limited to):

- quality of service
- delay or failure to act
- communication issues
- professional conduct
- fees or billing matters

This definition excludes disputes relating to statutory decisions made under the Party Wall etc. Act 1996, which are governed by that Act (see Section 10).

4. Complaints Handling Process

4.1 Receipt of Complaint

All complaints should be directed to the Complaints Officer:
Jont Cole, Managing Partner
One George Yard, London EC3V 9DF
Tel: 0207 936 3668.

4.2 Acknowledgment of Complaint

We will acknowledge receipt of your complaint within 7 working days of receiving it.

To help us investigate your complaint efficiently, please set out clearly: (i) the specific issue(s) you wish to raise, (ii) the relevant dates and individuals involved, and (iii) the outcome you are seeking. Where correspondence is lengthy, repetitive, or does not clearly identify the substantive issue, we may ask you to provide a concise summary before we can allocate it for investigation. This applies regardless of how the correspondence was prepared

4.3 Investigation

The Complaints Officer will carry out an impartial investigation of your complaint.

Where appropriate, this may involve:

- reviewing relevant documentation
- speaking with the individuals involved
- seeking additional information from you

We aim to complete our investigation within 21 working days.
If more time is required, we will inform you and provide an updated timeframe.

4.4 Resolution

Following the investigation, we will provide you with a written response setting out:

- our findings
- our conclusions
- any proposed resolution or remedial action

If you accept the outcome, the complaint will be considered resolved and closed.

4.5 Escalation

If you remain dissatisfied after receiving our final response, you may refer your complaint to an independent redress provider:
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 period of 6 years.

6. *Continuous Improvement*

We regularly review complaints to identify trends and implement improvements to our services and procedures.

7. *Communication*

We will keep you informed throughout the complaints process and respond in a clear, timely, and professional manner.

8. *Training*

All partners and staff are provided with appropriate training on this procedure to ensure consistent and effective implementation.

9. *Party Wall etc. Act 1996 – Statutory Appointments*

When acting as a surveyor under the Party Wall etc. Act 1996, we are appointed in a statutory capacity and are required to act impartially.

Disputes relating to the exercise of statutory functions under the Act, including the making of awards or decisions, are governed by the procedures set out in the Act. Such matters are not considered under this Complaints Handling Procedure and should instead be addressed through the mechanisms provided by the Act, including:

- referral to the Third Surveyor; or
- appeal to the County Court.

However, this Complaints Handling Procedure does apply to complaints concerning our professional service, including:

- delays in progressing matters
- communication or administrative issues
- conduct or behaviour
- fees or billing

Such complaints will be handled in accordance with this procedure and, where appropriate, may be referred to an approved redress mechanism.

10. Availability of this Procedure

A copy of this Complaints Handling Procedure is available on request and on our website.

Delva Patman Redler LLP
March 2026