

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

RICS Regulation

The RICS requires that all members who are Directors of Firms that are offering surveying services to the public to have in place a Complaints Handling Procedure meeting an agreed minimum standard.

Background

In the unlikely event that you are dissatisfied with the level of service you have received from an individual Member of the RICS or a Surveying Firm where at least one Partner or Director is a Member of the RICS, you should ask for details of their Complaints Handling Procedure and the individual appointed to manage complaints.

The Process: Complaints Handling Procedure

This note sets out the procedure Berkeley Shaw Real Estate Limited will follow in dealing with any client complaint:

Berkeley Shaw Real Estate Limited has a clear procedure for receiving complaints and they will always be directed to the appropriate person(s) for resolution. In our experience, most concerns can be dealt with positively in this way. The first approach is to the Operations Manager - we feel that the majority of cases can be resolved quicker this way:

Contact Details:

Jessica Cross – Operations Manager
Email: jessicacross@berkeleyshaw.com

Berkeley Shaw Real Estate, The Ternary, Old Haymarket, Liverpool, L1 6ER

What will happen next?

- If you have initially made your complaint verbally, whether face to face or on the phone, we can only consider complaints received in writing. This is to ensure that we fully understand exactly what your complaint is about and have a written record of it.

- The first stage of our complaints handling procedure will involve full consideration of your written complaint by the above named. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome the matter will conclude.
- We will send you written acknowledgment of the receipt of your complaint within **three working days** of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within **15 working days** of receipt of the original complaint.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within **15 working days** of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

01722 333 306

www.tpos.co.uk

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

For Business Clients

It is Berkeley Shaw Real Estate Limited policy to refer unresolved business complaints to:

RICS Dispute Resolution Services,

Surveyor Court, Westwood Way, Coventry, CV4 8JE

0207 334 3806

drs@rics.org

<http://rics.org/drs>