



COMPLAINTS HANDLING PROCEDURE

The Quality Policy & Objectives of Ringley Chartered Surveyors are set out in the Quality System Manual and form the basis of the Company's provision of services. Where a complaint arises, complainants are advised of the Company's Complaints Handling Procedure.

The Complaints Handling Procedure has two stages; internal investigation and external independent redress. Complaints made in writing receive internal investigation by the Manager of the relevant Department who reports to the Chairman and the Quality Manager. We undertake that this investigation will take no more than 14 days. If the outcome is unsatisfactory to the Complainant, that Complainant can refer the complaint to the redress mechanism, which is chosen from the pre-approved list of the RICS.

The chosen redress mechanism is the Surveyors Ombudsman Service if the Complainant is a consumer (a person acting outside the course of their business, or a person to whom a duty of care is owed). Access to both the Company's Complaints Handling Procedure and to the Redress Mechanism is free of charge.

All complaints which are referred to them should be in writing and have been subject to the Company's in-house procedure to give maximum opportunity for resolution before being referred. The Complainant must present to the SOS a letter from the Company to demonstrate that the in-house procedure has been utilised.

The Company's Complaints Handling Procedure has been developed to comply with RICS requirements.

The correspondence addresses for the Surveyors Ombudsman Service is as follows:-

Surveyors Ombudsman Service
PO Box 1021
Warrington
WA4 9FE
T: 0845 050 8181
F: 0845 051 1213
T: 01925 530 270
F: 01925 530 271
E: enquiries@surveyors-ombudsman.org.uk
W: www.surveyors-ombudsman.org.uk

RINGLEY CHARTERED SURVEYORS
Complaints – Advisory Leaflet.

(this leaflet)

The responsible person under this procedure is:

Miss M A Bowring for complaints in respect of the
Building Engineering, Survey & Valuation & Legal Services Teams

Mr S N Gayer for complaints in respect of the
Estates Division (Property Finance and Estates)