



Complaints Procedure

If you are unable to resolve any problems with the director, agent or professional responsible for the provision of our services please contact us using the details below. Our internal Complaints Procedure complies with the standards laid down by the RICS (Royal Institution of Chartered Surveyors). Upon receipt of a complaint, we undertake to follow the procedure set out below.

If you wish to make a complaint, please do not hesitate to contact one of the following persons detailing the reasons and nature of your complaint:

Lucie Stone, Director Lucie.Stone@BriggsandStone.co.uk, or,
Edward Briggs, Director Edward.Briggs@BriggsandStone.co.uk

Stage 1 – Action after Complaint has been Received

If your complaint has not been resolved by the close of business on the next working day after receipt, we will request that you make your complaint in writing if previously made in verbal form. We will acknowledge your complaint within seven days of receipt and provide you with a copy of our Complaints Policy.

Outcome of our Investigations

We will undertake an impartial investigation and will provide you with a full response within 28 days from the receipt of the written complaint. This will include specific actions which have been or will be taken. Alternatively, if the investigation is still ongoing we will provide you with an update of the progress to date.

Stage 2 – Dissatisfaction arising from Stage 1

If you continue to be dissatisfied with any aspect of our handling of your complaint or outcome, we shall attempt to resolve this promptly through negotiation with you and otherwise agree to enter into mediation with an alternative dispute resolution (ADR) mechanism as detailed below.

For Consumer (individuals or small businesses) redress

- Ombudsman Services: Property www.ombudsman-services.org/property.html

For Commercial Redress

- RICS Dispute Resolution Service www.rics.org/drs
- Centre for Effective Dispute Resolution (CEDR Solve) www.cedr-solve.com
- Arbitration Procedure for Surveying Disputes www.idrs.ltd.uk