

COMPLAINTS HANDLING PROCEDURE

– FOR PARTY WALL MATTERS

General

As a firm regulated by RICS [contactrics@rics.org] and having members of the Faculty of Party Wall Surveyors [eng@fpws.org.uk] providing Party Wall Services, we are required to have in place a complaints handling procedure, which consists of Three stages: – 1. an internal investigation, 2. an external review, and 3. a third-party redress scheme.

This procedure should be followed if you are dissatisfied with our services for any reason, prior to any alternative claim/action being made. We will endeavour amicably to resolve the complaint directly wherever possible.

Complainants

This Complaints Handling Procedure may be used by a Building Owner, Adjoining Owner, Occupier, Party Wall Surveyor, or other Professional concerned with a relevant Party Wall Matter which the firm has been involved in.

[Stage 1]

Internal Investigation

All complaints must be made in writing and should be sent by email to **Vince Rimmer** – Director – vince@propvisory.co.uk. We request that you set out the subject of your complaint, reasons for your complaint and your desired outcome.

We will acknowledge receipt of your complaint within 5 working days and outline the next steps we will follow. We will aim to provide a formal response to the complaint within 28 days of receipt of all relevant details. However, if we are not able to give you a full response, we will update you within 28 days, and confirm the timeframe for a full response.

[Stage 2]

External Review

If you are not satisfied with the outcome of our stage 1 internal investigation, you may submit a written request to escalate the complaint to stage 2 for an External Review by an experienced Party Wall Surveyor outside of the firm. The Surveyor will be a member [MFPWS/FFPWS] of the Faculty of Party Wall Surveyors.

Due to workload commitments, potential for dual involvement etc. a suitable surveyor will only be selected following a written request. You will be notified of the identity and contact details of the selected surveyor within 5 working days of your request. If it has not been possible to find a surveyor willing to accept the review within this period we will notify you and provide the details of a selected surveyor as soon as possible.

The selected surveyor will aim to provide a formal response to the complaint within 28 days of receipt of all relevant details. However, if they are not able to give you a full response, they will update you within 28 days, and confirm the timeframe for a full response.

[Stage 3]

Third-Party Redress

If you are not happy with the outcome of our stage 1 internal investigation, and stage 2 external review, you have the opportunity to take the complaint to the following Third-Party Redress schemes, approved by RICS regulation:

For Consumer Clients:

The Property Ombudsman

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

t 01722 333306
f 01722 332296
e admin@tpos.co.uk
w www.tpos.co.uk

For Business to Business Clients:

RICS Dispute Resolution Service

55 Colmore Row
Birmingham, B3 2AA

t 020 7334 3806
f 020 7334 3802
e drs@rics.org
w www.rics.org/drs