

## **RHM COMMERCIAL LLP**

### **COMPLAINTS HANDLING PROCEDURE**

Our Complaints Handling Procedure (CHP) accords with the requirements of our professional body the Royal Institution of Chartered Surveyors (RICS).

It has two stages:

1. Consideration of the complaint by a senior member of the firm.
2. If the complaint cannot be resolved, referral to an independent third party with the authority to award redress.

The CHP is free to a complainant, including the independent review process.

This is the procedure that will be followed in dealing with any complaint:

1. A person has been appointed in this office to deal with complaints and his contact details are set out below:

Nicholas Rose  
RHM Commercial LLP  
65 Chichester Street  
BELFAST  
BT1 4JD  
D (028) 9031 6745  
T (028) 9043 4300  
F (028) 9043 4330  
E [nick@rhmcommercial.com](mailto:nick@rhmcommercial.com)

2. Where your complaint is initially made orally, you will be requested to send a written summary of the complaint.
3. Once we have received your written summary of the complaint, we will contact you in writing within 7 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make further comments in writing.
4. Within 28 days of receipt of your further comments, the person dealing with your complaint will inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you remain dissatisfied with any aspect of our handling of your complaint, we will attempt to resolve this promptly through negotiations and within 3 months from the date that the written confirmation of your complaint was first received by us. If it is not possible to resolve your complaint by negotiations within the 3-month period, we will write a "deadlock letter" to you confirming our final position.

6. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Independent Surveyors Ombudsman Service (SOS) whose contact details are set out below:

Surveyors Ombudsman Service  
PO Box 1021  
WARRINGTON  
WA4 9FE

T 0845 050 8181  
F 0845 051 1213  
E [enquiries@surveyors-ombudsman.org.uk](mailto:enquiries@surveyors-ombudsman.org.uk)

You should refer your complaint to the SOS within six months of receiving the “deadlock letter” from us.

Further information on the SOS and the process it will follow in dealing with a complaint can be found at [www.surveyors-ombudsman.org.uk](http://www.surveyors-ombudsman.org.uk).