



## RHM COMMERCIAL LLP

### COMPLAINTS HANDLING PROCEDURE

We operate a formal procedure to deal with complaints from clients and others.

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  
First Floor Edward Court  
Saint Anne's Square  
13 Edward Street  
BELFAST  
BT1 2LR  
D (028) 9031 6745  
T (028) 9043 4300  
F (028) 9043 4330  
E [nick@rhmcommercial.com](mailto:nick@rhmcommercial.com)

2. In the event this person is the subject of the complaint another partner of the firm will be appointed instead.

3. Where your complaint is initially made orally, you will be requested to send a written summary of the complaint. We treat all complaints we receive in the strictest confidence and we can, if you so wish, arrange a personal interview with you.

4. 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.

5. 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.

6. 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.

7. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Centre for Effective Dispute Resolution (CEDR) which is the provider of alternative dispute resolution (ADR) for RICS-regulated firms for;

- all surveying services to businesses (including estate agency, lettings agency and property management)
- all surveying services to consumers (except estate agency, lettings agency and property management)

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

Further information on the CEDR and the process it will follow in dealing with a complaint can be found at [www.cedr.com](http://www.cedr.com)

8. For unresolved complaints by consumers about estate agency, lettings agency or property management services, we agree to the referral of your complaint to the Property Redress Scheme (PRS) of which we are members.

Again, you should refer your complaint to the PRS within six months of receiving the “deadlock letter” from us.

Further information on the PRS and the process it will follow in dealing with a complaint can be found at [www.theprs.co.uk](http://www.theprs.co.uk)