

STANDARD PROCEDURE FOR COMPLAINTS HANDLING

1. If you have cause for concern, you should in the first instance refer to Scott Rigden MRICS who is the Managing Director of Urban Surveying & Design Ltd Chartered Surveyors who will deal with the complaint.

The correspondence address is:
Mr S Rigden MRICS
Urban Surveying & Design Ltd
The Old Bakery
22 Church Street,
St Peters,
Broadstairs
CT10 2TT
Tel: 01843 867507
Email: info@urban-surveying.com

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
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 your complaint. You will be invited to make any further comments that you may have in relation to this.
4. Within 21* days of receipt of your written summary, the person dealing with your complaint will write to you, in order to 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 the outcome of the separate review and it is not possible to resolve the complaint, the following redress schemes are in place, which have been approved by the Regulatory Board of the Royal Institution of Chartered Surveyors:
 - a. Consumer redress scheme:
Centre for Effective Dispute Resolution (CEDR)
70 Fleet St,
London
EC4Y 1EU
Tel: 0207 536 6116
Email: applications@cedr.com
Web: www.cedr.com/consumer/rics/
 - b. Business to Business redress scheme:
The RICS Dispute Resolution Service,
55 Colemore Row,
Birmingham,
B3 2AA
Tel: 020 7334 3806
Fax: 020 7334 3802
Email: drs@rics.org
Web: www.rics.org/drs

*In exceptional circumstances it may not be possible to meet the timescales set out. For example, if the person complained about or the person appointed to deal with the complaint is away from the office due to holidays, illness etc. In such circumstances you will be notified, and the timescales will apply from the date when that person returns to their office.

June 2020