

## Saffery Read Ltd Complaints Handling Procedure

Saffery Read Ltd is regulated by RICS for the provision of surveying services. This means we agree to uphold the RICS Rules of Conduct for Firms and all other applicable mandatory professional practice requirements of RICS, which can be found at [www.rics.org](http://www.rics.org). We acknowledge however, that there may be instances where we get things wrong or make mistakes. To deal with this, we have a Complaints Handling Procedure. We will deal with your complaint. We will not ignore a complaint. In fact, it may help us to see where our services or procedures might be improved. If you feel we have made a mistake or undertaken something which you found unsatisfactory or unacceptable, do let us know, even if you do not think your particular concern amounts to a 'complaint'.

Our Complaints Handling Procedure has two stages. Stage one of the Complaints Handling Procedure gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS. As an RICS regulated firm we have committed to cooperating with RICS in ensuring compliance with its standards.

### Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Mr Tony saffery  
Saffery Read Ltd  
2 Birtley Courtyard  
Bramley  
Surrey  
GU5 0LA  
01483 891888  
[Tony.saffery@safferyread.com](mailto:Tony.saffery@safferyread.com)  
[www.safferyread.com](http://www.safferyread.com)

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

## **Stage Two**

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

Property Redress Scheme

Premiere House

1<sup>st</sup> Floor

Elstree Way

Borehamwood

WD6 1JH

0333 321 9418

[info@theprs.co.uk](mailto:info@theprs.co.uk)

[www.theprs.co.uk](http://www.theprs.co.uk)

For Business-to-Business clients:

RICS Dispute Resolution Service

Surveyor Court

Westwood Way

Coventry

CV4 8JE

02073343806

[drs@rics.org](mailto:drs@rics.org)

[www.rics.org](http://www.rics.org)