

**RENNIE AND PARTNERS
COMPLAINTS HANDLING PROCEDURE**

1. The persons appointed to handle complaints are:-

East Finchley Office
Mr M U Sautschak
Rennie & Partners
26 High Road
East Finchley
London N2 9PJ
Tel: 020 8444 7191

Associated Office, Harrogate
Mr J C Evans
Evans Rennie
10 Station Parade
Harrogate
N Yorks HG1 1UE
Tel: 01423 569564

If you have any complaint whatsoever regarding our services please do not hesitate to contact the persons named above who will endeavour to deal with the matter as soon as possible. If the complaint involves the appointed person then the facts will be reviewed by another Partner before contacting you.

2. Where a complaint is made orally we will request that you submit written details so that we can investigate and follow up any complaint without delay.
3. Upon receipt of written details we will contact you within seven days. If the complaint concerns a building we will ask to re-inspect that building in order to establish an understanding of the circumstances leading to your complaint.
4. We will endeavour to provide a full response within twenty eight days. If this is not possible we will give you an update on our investigations and let you know when you can expect a full response.
5. In respect of the surveying side of our business if you are still unhappy with the result of any of the above, you can refer your complaint to CEDR (Centre for Effective Dispute Resolution), 70 Fleet Street, London EC4Y 1EU - Tel no: 0207-520-3800, from whom you can obtain details.
6. In respect of the property management side of our business if you are still unhappy with the result of any of the above, you can refer your complaint to the Property Redress Scheme, 1st Floor, Premiere House, Elstree Way, Borehamwood WD6 1JH – Tel No: 0333-321-9418.
7. If you are a business and are unhappy with the response provided following points 1 to 4 above then the RICS provide an arbitration procedure which is a business to business redress mechanism, you can refer your complaint to RICS Dispute Resolution Service, 55 Colmore Row, Birmingham B3 2AA – Tel no: 0207-334-3806.