

## ROYAL INSTITUTION OF CHARTERED SURVEYORS

### RULE 7

### COMPLAINTS HANDLING PROCEDURE

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. The Director below has been designated to deal with complaints, and you should not hesitate to contact him:

Mr M.J.S Cooper  
22 New Union Street  
Coventry  
CV1 2HN

Telephone 024 7655 2841

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 acknowledge your complaint within three days. You will be invited to make any comments that you may have in relation to this.
4. Within fifteen 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 any aspects of our handling of your complaints you should contact one of the two services listed below –

For estate agency and lettings matters – The Property Ombudsman Services Ltd., (TPOS), Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Telephone: 01722 333306. Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) . Website: [www.tpos.co.uk](http://www.tpos.co.uk). THERE IS A 12 MONTH TIMESCALE FOR REFERRING COMPLAINTS TO PROPERTY OMBUDSMAN.

For surveying and commercial matters – The Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London EC4Y 1EU. Telephone: 020 7536 6000. Email: [info@cedr.com](mailto:info@cedr.com). Website: [www.cedr.com](http://www.cedr.com)