



Complaints Handling Procedure

Many concerns can be resolved directly and in the first instance please get in touch with your usual contact as they are generally able to provide you with an immediate response to your satisfaction.

In the event of a complaint, Vail Williams LLP are members of the Royal Institution of Chartered Surveyors (RICS) and we operate a formal procedure to deal with complaints from clients and others. Details of this procedure are available from the Complaints Officer, Carole Thomas at cthomas@vailwilliams.com

Vail Williams LLP

Legal status:	A limited liability partnership registered in England & Wales
Registered office and postal address:	550 Thames Valley Park Drive, Reading, Berks. RG6 1PT
Email:	info@vailwilliams.com
Telephone:	+44 (0) 118 909 7400
Public registers:	Details about the company registration can be viewed at www.companieshouse.gov.uk under company number OC319702
VAT number:	107 8290 69
General terms & conditions:	A letter of engagement accompanied by our standard terms and conditions will be provided to the client at the commencement of any project to which they apply.
Applicable law:	Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
Insurance:	In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our professional indemnity insurance is arranged by Aon UK Limited, The Aon Centre, The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AN. The policy complies with the requirements of the RICS and the territorial and jurisdictional cover is worldwide except the United States of America or Canada, or territories under their jurisdiction, subject always to the full terms and conditions of the policy.

Complaints Handling Procedure

This overview, together with the flow chart on the final page, sets out our procedure to follow in dealing with complaints. A named individual has been appointed to deal with complaints as follows:

Carole Thomas
Complaints Officer
Vail Williams LLP
33 Cavendish Square
London
W1G 0PW
Tel: 0203 589 0050
Email: cthomas@vailwilliams.com

a) Where the initial complaint is made verbally the complainant is requested to send a written summary of the complaint to Carole Thomas, Complaints Officer listed above. The Complaints Officer will acknowledge receipt of the written summary to the complainant within three working days of receipt and record the complaint on the central complaints log.

b) Within five working days of receipt of the written summary, the Complaints Officer will write to the complainant summarising our understanding of the circumstances leading to the complaint. The complainant will be invited to make any comments that they may have in relation to our summary within five working days to the Complaints Officer.

c) Within ten working days of receipt of the written summary, the Complaints Officer will write to the complainant to advise the outcome of the investigation and to advise what actions have been or will be taken.

d) If the complainant is dissatisfied with any aspect of our handling of the complaint, they can take the following course of action:

If the complaint is made in relation to a **Residential Leasehold Property** by a consumer (PRS definition: the Consumer; freeholder, head leaseholder or residents' management company) the complainant can make an application to **The Property Redress Scheme (PRS)** by completing the form from their website link below <https://www.theprs.co.uk/Complaint>

If the complaint is made in relation to **Commercial Property by an Individual** (RICS definition: the Consumer) the complainant can make an application to CEDR as follows:

Centre for Effective Dispute Resolution

International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU
United Kingdom
Tel: +44 (0)20 7536 6000
Fax: +44 (0)20 7536 6001
Email: info@cedr.com

If you have an urgent dispute resolution enquiry, then please contact the Solve team directly by emailing adr@cedr.com or via our switchboard on 020 7536 6060.

If the **complainant is a Business** and is dissatisfied with any aspect of the handling of the complaint, the complainant can refer the complaint to the RICS Dispute Resolution Service as follows:

RICS Dispute Resolution Service

55 Colmore Row
Birmingham
B3 2AA
Call: +44 (0) 20 7334 3806
Email: drs@rics.org
Web: www.rics.org

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