

# Complaint 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, Chris Cave at [ccave@vailwilliams.com](mailto:ccave@vailwilliams.com)

We are also members of CEDR which provides for the resolution of any consumer complaints that are not satisfactorily resolved between the parties to be referred to the independent Ombudsman. For unresolved business to business complaints there are provisions for matters to be referred to mediation or arbitration as appropriate.

The following information is supplied in accordance with our obligations under The Provision of Services Regulations 2009.

## **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:	<a href="mailto:info@vailwilliams.com">info@vailwilliams.com</a>
Telephone:	+44 (0) 118 909 7400
Public registers:	Details about the company registration can be viewed at <a href="http://www.companieshouse.gov.uk">www.companieshouse.gov.uk</a> 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 engagement 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 Contractsure Limited, Fountain House, 130 Fenchurch Street, London, EC3M 5DJ. 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.

## **Complaint 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:

Chris Cave  
Complaints Officer  
Vail Williams LLP  
Edmund House  
12-22 Newhall Street  
Birmingham B3 3EF  
Tel: 0121 654 1065

- a) Where the initial complaint is made verbally the complainant is requested to send a written summary of the complaint to Chris Cave, Complaint 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 complainant, they can take the following course of action:

If the complaint is made by an individual (RICS definition: the Consumer) the complainant can make 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](mailto:info@cedr.com)

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

Or 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**

Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE  
Tel: 020 7334 3806  
Email: [drs@rics.org](mailto:drs@rics.org)  
Web: [www.rics.org](http://www.rics.org)

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