

# Complaint Handling Procedures



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 the Ombudsman Services: Property, 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 Procedures**

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 in each office to deal with complaints as follows:

### **For Birmingham office:**

Carole Taylor - Birmingham Regional Managing Partner  
Vail Williams LLP  
Edmund House  
12-22 Newhall Street  
Birmingham  
B3 3EF  
Tel: 0121 654 1065

### **For Crawley office:**

Peter Sudworth - Gatwick Regional Managing Partner  
Vail Williams LLP  
Unit 4 Peveril Court  
6-8 London Road  
Crawley  
RH10 8JE  
Tel: 0129 361 2600

### **For Heathrow & Thames Valley offices:**

David Thomas - Thames Valley Regional Managing Partner  
Vail Williams LLP  
550 Thames Valley Park Drive  
Reading  
RG6 1PT  
Tel: 0118 909 7400

### **For London office:**

James Lacey - London Regional Managing Partner  
Vail Williams LLP  
Dover House  
34 Dover St  
London  
W1S 4NG  
Tel: 020 3589 0050

### **For Southampton & Portsmouth offices:**

Gary Jeffries - Solent Regional Managing Partner  
Vail Williams LLP  
Lakeside North Harbour  
Western Road  
Portsmouth  
PO6 3EN  
Tel: 023 9220 3200

### **For Surrey office:**

Geoff Fallon - Surrey Regional Managing Partner  
Vail Williams LLP  
One Crowne Square  
Woking  
GU21 6HR  
Tel: 01483 446800

If the appropriate Regional Managing Partner detailed above is absent, contact the Complaints Officer:

Chris Cave  
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 the appropriate person listed above. That person will acknowledge receipt of the written summary to the complainant within three working days of receipt and notify the Complaints Officer who will record the complaint on the central complaints log.

b) Within five working days of receipt of the written summary the appropriate individual listed above will write to the complainant summarising our understanding of the circumstances leading to the complaint and advise the complainant who is responsible for investigating within Vail Williams LLP. The complainant will be invited to make any comments that they may have in relation to our summary within five working days to the person investigating.

c) Within ten working days of receipt of the written summary the person dealing with the complaint 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 two courses of action:

Contact the Managing Partner: (or in his absence the Complaints Officer)

Matthew Samuel-Camps  
Managing Partner

Vail Williams LLP  
Savannah House  
3 Ocean Way  
Ocean Village  
Southampton  
SO14 3TJ  
Tel: 023 8082 0900

The Managing Partner (or Complaints Officer in his absence) will personally conduct a separate review of the complaint and contact the complainant within fifteen working days to inform them of the conclusion of this review.

**Alternatively:**

If the complaint is made by an individual (RICS definition: *the Consumer*) and the complainant remains dissatisfied with any aspect of the internal handling of the complaint, then application may be made to the Ombudsman Services: Property as follows:

**Ombudsman Services: Property**

PO Box 1021  
Warrington  
WA4 9FE

Tel: 0330 440 1634 or 01925 530270  
Fax: 0330 440 1635 or 01925 530271  
Email: [enquiries@os-property.org](mailto:enquiries@os-property.org)  
Web: [www.ombudsman-services.org](http://www.ombudsman-services.org)

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)

# Complaint Handling Process

