

COMPLAINTS POLICY

- If you are unable to resolve any problems with the partner, agent or professional responsible for the provision of our services, please contact us using the details below.
- Our internal Complaints Procedure complies with the standards laid down by the RICS (Royal Institution of Chartered Surveyors).
- Upon receipt of a complaint, the procedure we undertake to follow is as set out below:

THE PERSON TO DEAL WITH YOUR COMPLAINT

A senior person has been appointed in each of our divisions to deal with complaints. You should not hesitate to contact one of them, detailing the reasons and nature of your complaint.

DIVISION	NAME	TITLE	ADDRESS	TEL & EMAIL
Commercial	Elizabeth Craig	Divisional Managing Partner	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 elizabeth.craig@bidwells.co.uk
Rural	John Hoy	Head of Rural Division	Seacourt Tower West Way Oxford OX2 0JJ	01865 790116 john.hoy@bidwells.co.uk
Residential	David Bentley	Divisional Managing Partner	Stonecross Trumpington Road Cambridge CB2 9LD	01223 841842 david.bentley@bidwells.co.uk
Building	Nick Pettit	Divisional Managing Partner	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 nick.pettit@bidwells.co.uk
Planning	David Bainbridge	Divisional Managing Partner	John Ormond House, 899 Silbury Boulevard, Central Milton Keynes, MK9 3XJ	01908 202190 david.bainbridge@bidwells.co.uk
Scotland	Finlay Clark	Head of Scotland	Carn Dearg House North Road Fort William Scotland PH33 6PP	01397 707641 finlay.clark@bidwells.co.uk

STAGE 1 - ACTION AFTER COMPLAINT RECEIVED

If your complaint has not been resolved by the close of business on the next working day we will request that you make your complaint in writing if previously made in verbal form. We will acknowledge your complaint within seven days of receipt and provide you with a copy of our Complaints Policy.

OUTCOME OF OUR INVESTIGATIONS

We will undertake an impartial investigation and will provide you with a full response within 28 days from receipt of the written complaint. This will include specific actions which have been or will be taken. Alternatively, if the investigation is still ongoing we will provide you with an update of the progress to date.

STAGE 2 – DISSATISFACTION ARISING FROM STAGE 1 ABOVE

If you continue to be dissatisfied with any aspect of our handling of your complaint or outcome, we shall attempt to resolve this promptly through negotiation with you and /otherwise agree to enter into mediation with an alternative dispute resolution (ADR) mechanism as detailed below:

FOR CONSUMER (INDIVIDUALS OR SMALL BUSINESSES) REDRESS

- Ombudsman Services: Property – www.ombudsman-services.org/property.html

FOR COMMERCIAL REDRESS

- RICS Dispute Resolution Service www.rics.org/drs
- Centre for Effective Dispute Resolution (CEDR Solve) www.cedr-solve.com
- Arbitration Procedure for Surveying Disputes www.idrs.ltd.uk

Division/Dept: Firm wide
Authorised by: Senior Partner
Author: Compliance Manager
Reviewed by: Compliance Administrator
Date reviewed: 14/07/2016
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