

## 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 <a href="mailto:elizabeth.craig@bidwells.co.uk">elizabeth.craig@bidwells.co.uk</a>
Rural	Giles Dobson	Divisional Managing Partner	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 <a href="mailto:giles.dobson@bidwells.co.uk">giles.dobson@bidwells.co.uk</a>
Residential	David Bentley	Divisional Managing Partner	Stonecross Trumpington Road Cambridge CB2 9LD	01223 841842 <a href="mailto:david.bentley@bidwells.co.uk">david.bentley@bidwells.co.uk</a>
Building	Nick Pettit	Divisional Managing Partner	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 <a href="mailto:nick.pettit@bidwells.co.uk">nick.pettit@bidwells.co.uk</a>
Planning	Mike Derbyshire	Divisional Managing Partner	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 <a href="mailto:mike.derbyshire@bidwells.co.uk">mike.derbyshire@bidwells.co.uk</a>
Scotland	Finlay Clark	Head of Scotland	Carn Dearg House North Road Fort William Scotland PH33 6PP	01397 707641 <a href="mailto:finlay.clark@bidwells.co.uk">finlay.clark@bidwells.co.uk</a>

### STAGE 1 - ACTION AFTER COMPLAINT RECEIVED

If your complaint has not been resolved **within three business days** we may request further details of your complaint in writing, if previously made in verbal form, however we will continue to investigate the issue where it is possible to do so, pending receipt of the information requested. 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, detailing our understanding of the issue and the reasons for our decision. 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

- The Property Ombudsman (TPO) <https://www.tpos.co.uk/> (Residential Agency only)
- Centre for Effective Dispute Resolution (CEDR Solve) [www.cedr-solve.com](http://www.cedr-solve.com)

## FOR COMMERCIAL REDRESS

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

**Catherine Spitzer**  
Managing Director

2<sup>nd</sup> January 2020