



Complaints Handling Procedure

Perkins George Mawer & Co operate a complaints handling procedure (CHP) that is regulated by the Royal Institution of Chartered Surveyors. As a firm we have to operate a procedure that complies with the regulatory requirements.

A complaint can be made to the firm by a valid complainant (that is one to whom we owe a duty of care).

Our CHP has two stages. Stage one of the CHP gives the firm the opportunity to review and consider your complaint in full. We will try to resolve your complaint to your satisfaction. If you are not happy with our response you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the RICS.

Stage One

If you have spoken to us about your complaint, please put the details in writing to ensure that we have a full understanding of your complaint. Please write to:

Crystal Edwards
Perkins George Mawer & Co
Corn Exchange Chambers
Queen Street
Market Rasen
Lincolnshire
LN8 3EH

E: crystal@perkinsgeorgemawer.co.uk

T: 01673 843011

W: www.perkinsgeorgemawer.co.uk

The letter should clearly state the nature and background to the complaint.

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 working days and respond in full to this correspondence within 15 working days and try to resolve the issue.

If it is not possible to resolve within this time limit then an update will be given at this point.



Stage Two

If we are unable to agree on how to resolve your complaint then there is further action that can be taken in that the complaint can be forwarded to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

The Property Redress Scheme (PRS)
Premiere House
1st Floor
Elstree Way
Borehamwood
WD67 1JH
Tel: 0333 321 9418
Web: www.theprs.co.uk

For Business to Business Clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA
Tel: 020 7334 3806
Email: drs@rics.org
Web: www.rics.org/drs