

GILMARTIN LEY LTD

PROCEDURE FOR HANDLING COMPLAINTS

The RICS requires all Surveying firms to operate a complaints handling procedure.

Early resolution of a complaint lodged against a Surveying firm is highly desirable if clients are to be satisfied and members feel in control of the way in which challenges to their professional reputation are resolved.

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider. The ones we have chosen below have been approved by the RICS Regulatory Board. Accordingly we would follow the following procedure in dealing with any complaint which might be levelled against us by a client or a member of the public.

Initial procedure for making a complaint – both consumer and business customers

In the first instance you should address your complaint to the person we have appointed to deal with such an eventuality namely:-

MICHAEL GILMARTIN FRICS

Gilmartin Ley Ltd

3 Chaseville Parade

Chaseville Park Road

London N21 1PG

Telephone 020 8882 0111

If your complaint has been made verbally you will be requested to send a written summary to Michael Gilmartin. These summaries may be sent by post or by email to comms@gilmartinley.co.uk.

Following receipt of your written summary Michael Gilmartin will contact you in writing normally within 7 days to inform you of his understanding of the circumstances which gave rise to your complaint. You will be invited to comment.

We will then conduct an internal investigation and will write to you normally within a further 14 days, to inform you of the outcome of the investigation and of any action that has been or will be taken. If we are not able to give you a full response, we will update you within 28 days.



Follow on procedure - consumer customers

If you are a consumer client and are dissatisfied with our response you will be advised to contact The Property Redress Scheme, details below:

Contact details for The Property Redress Scheme

The Property Redress Scheme
Premiere House, 1st Floor
Elstree Way
Borehamwood WD6 1JH
Telephone: 0333 321 9418
Email: info@theprs.co.uk
Website: www.theprs.co.uk

Follow on procedure – business customers

If you are a commercial client and are dissatisfied with our response you will be advised to contact the RICS Dispute Resolution Service (DRS).

Contact details for RICS Dispute Resolution Service

Surveyor Court
Westwood Way
Coventry
CV4 8JE
Telephone 020 7334 3806
Fax 020 7334 3802
Email drs@rics.org
Website www.rics.org/drs

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