



OUR PROCEDURE FOR COMPLAINT HANDLING

1.0 As an RICS Regulated firm, we have in place a Complaint Handling Procedure, which meets the RICS regulatory requirements. In the unlikely event that you need to complain our Complaint Handling Procedure has two stages. Stage one of the Complaint Handling Procedure gives our firm the opportunity to review and consider your complaint in full. Our firm 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.

2.0 Stage One

2.1 If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Mr Glen Tipping BSc (Hons) MRICS, MCInstCES, FCABE, FCIQB, C.Build.E
GTA Surveyors and Engineers Ltd
Dulcet House, Cranbrook Road, Hawkhurst, Kent TN18 4AR.
Tel: 01580 752109
info@gtacharteredsurveyors.co.uk
www.gtacharteredsurveyors.co.uk

2.2 We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint. If we are not able to give you a full response, we will update you within 28 days.

3.0 Stage Two

3.1 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, as approved by the RICS Regulatory Board for alternative dispute resolution.

3.2 **IMPORTANT NOTE:** Please be aware that there are costs associated with a stage two complaint for our firm. In respect of the redress providers fee and our time in dealing with the matter. You are advised that as a firm we are entitled to and may recover any losses if your complaint is not upheld by the redress provider as outlined within our terms and conditions.

The current redress providers fees to GTA consist of the following:

1. £90 plus VAT for settled cases (early resolution).
2. £385 plus VAT for adjudicated cases (Preliminary and Final Decision issued).
3. GTA's fee's are £120 per hour.

We have chosen to use the following redress providers:

For Consumer Clients:

Centre For Effective Dispute Resolution

70 Fleet St, London EC4Y 1EU

Tel: 0207 536 6116

applications@cedr.com

www.cedr.com/consumer/rics/

For Business-to-Business clients:

Centre For Effective Dispute Resolution

International Dispute Resolution Centre, 70 Fleet St, London EC4Y 1EU

Tel: 020 7536 6060

info@cedr-solve.com w www.cedr-solve.com

4.0 GTA Operates a complaint logging system.

4.1 Our complaints log is in place to demonstrate the tracking and management of a complaint; and to demonstrate what actions have been taken and when; and to identify any training needs and reduce the number of complaints our firm receives. Any example of the information we collect is outlined below.

5.0 Complainant Details

5.1 We include full details of the complainant within the complaints log. These include the contact name, postal address, email address, telephone and/or fax number.

6.0 Dates

6.1 To demonstrate how timely a firm is dealing with complaints, we include the dates of when the complaint was received and when any actions are carried out.

7.0 Complaints handler and reference numbers

7.1 We include the name of the person who is dealing with the complaint for ease of reference and allocate a reference number to the complaint to make it easier to locate the file.

8.0 Description of complaint

8.1 Our complaints log will always include a description of the complaint, detailing what the complaint is about and ensuring that all correspondence is in writing. We will also establish if there has been a number of complaints about a particular area of work or about a particular individual which may need addressing further.

9.0 Investigation and outcome

9.1 Our complaint log will outline what outcome the firm has reached through investigation of the complaint and what action will be/has been taken. We will include details of whether the matter has been referred to third parties.

10.0 Further action by our firm

GTA, Dulcet House, Cranbrook Road, Hawkhurst, Kent TN18 4AR

Tel: 01580 752109 Email: info@gticonsulting.co.uk

10.1 Our firm will consider whether any insights have been gained from the investigation of any complaint in order to reduce the number of complaints received or prevent a similar situation arising again. This could include the noting down of any potential areas of training the firm should offer; amendments to policies and procedures; individual training needs; and notification to third party providers.