

## **ROYAL INSTITUTION OF CHARTERED SURVEYORS**

### **BYE-LAW 19 CONDUCT REGULATIONS 27.1, SCHEDULE 1, PART 1, RULE 1**

This note sets out the procedure we will follow in dealing with a client complaint:

1. We, BHD Partnership Limited, have appointed Neil Duffield, MCIAT, and Tim Harrison, MRICS, to deal with any client complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact either one of them.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to one of the above named.
3. Once we have received your written complaint, you will be contacted in writing within seven\* days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within twenty-one\* days of receipt of your written summary, you will receive written confirmation, to inform you of the outcome of their internal investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are still dissatisfied with the result of any of the above, you can refer your complaint to the Centre for Effective Dispute Resolution (CEDR) at the following address: 70, Fleet Street, London, EC4Y 1EU, UK.

\*The time limits are recommendations to ensure that complaints are dealt with promptly.