

Schedule 40 - Complaints Handling Procedure (CHP)

As a regulated RICS company, we have in place a CHP, which meets the regulatory requirements.
Our CHP has three stages: -

Stage 1 of the CHP gives the local office, whose complaint it relates to, the opportunity to investigate and respond thereof.
Stage 2 of the CHP gives our company the opportunity to review independently and consider your complaint in full. Our company 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 3.
Stage 3 gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the RICS.

Stage 1

If you are unhappy with the service provided by Graham + Sibbald, please speak in the 1st instance with the local office to whom the complaint relates to, providing them with the details of your complaint.

The local office will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within seven days. If they are not able to give you a full response, they will update you within 28 days

Stage 2

If you have spoken to our local office about your complaint and remain unsatisfied, please put the details of your complaint in writing and issue to the undersigned. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

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

For complaints relating specifically to Asset Services: -

Please send to:

Mr Calum Campbell
Managing Partner
Graham + Sibbald
233 St Vincent Street
Glasgow
G2 5QY

For complaints relating specifically to Residential: -

Mr Christopher Hunter
Partner
Graham + Sibbald
40 Torphichen Street
Edinburgh
EH3 8JB

All other Complaints should be addressed to: -

Mr Les McAndrew
Senior Partner
Graham + Sibbald

40 Torphichen Street
Edinburgh
EH3 8JB

Stage 3

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. We have chosen to use the following redress providers:

For Consumer Clients

Centre for Effective Dispute Resolution (CEDR)
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU
Tel: +44 (0) 20 7536 6000
Fax: +44 (0) 20 7536 6001
Email: info@cedr.com

For Consumer Clients (specifically relating to residential property agency activity (including property management/asset services))

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

For Business-to-Business Clients

RICS Dispute Resolution Services
55 Colmore Row, Birmingham, B3 2AA
Tel: 020 7334 3806
Fax: 020 7334 3802
Email: drs@rics.org / Website: www.rics.org/drs