

Schedule 40 - Complaints Handling Procedure (CHP)

Graham & Sibbald aims to provide a high standard of service to all clients and customers, while acknowledging that issues can arise.

If you have a complaint, the following procedure explains how it will be dealt with.

Our Complaint Handling Procedure (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. If you are not happy with the response, you will have the opportunity to take your complaint to Stage 2.

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 undernoted. 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:	For complaints relating specifically to Residential, please send to:	All other Complaints should be addressed to, please send to:
Mr Calum Campbell Chief Operating Officer Graham + Sibbald 233 St Vincent Street Glasgow G2 5QY	Mr Chris Hunter Executive Director Graham + Sibbald 40 Torphichen Street Edinburgh EH3 8JB	Mr Les McAndrew Chief Executive Officer Graham + Sibbald 40 Torphichen Street Edinburgh EH3 8JB
Email: Calum.Campbell@g-s.co.uk and copy in complaints@g-s.co.uk	Email: Chris.Hunter@g-s.co.uk and copy in complaints@g-s.co.uk	Email: Les.McAndrew@g-s.co.uk and complaints@g-s.co.uk

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 (including residential reports) please send to:	For Consumer Clients (specifically relating to residential property <u>agency</u> activity (including property management/asset services) please send to:	For Business-to-Business Clients please send to:
Centre for Effective Dispute Resolution (CEDR) International Dispute Resolution Centre 70 Fleet Street London EC4Y 1EU	The Property Redress Scheme Premiere House 1 st Floor Elstree Way Borehamwood Hertfordshire WD6 1JH	RICS Dispute Resolution Services 55 Colmore Row, Birmingham, B3 2AA
Tel: +44 (0) 20 7536 6000 Fax: +44 (0) 20 7536 6001 Email: info@cedr.com and copy in complaints@g-s.co.uk	Tel: 0333 321 9418 Email: info@theprs.co.uk and copy in complaints@g-s.co.uk	Tel: 020 7334 3806 Fax: 020 7334 3802 Email: drs@rics.org / Website: www.rics.org/drs and copy in complaints@g-s.co.uk