



RICS REGULATION RULE 7 – COMPLAINTS HANDLING PROCEDURE

We are required to have in place a Complaints Handling Procedure. If you have a complaint, then this note sets out the procedure which we will follow in dealing with the complaint.

Bay Quantity Surveyors Limited is committed to providing a high quality of service. We acknowledge however, that there may be instances where we get things wrong or make mistakes. To deal with this we have a complaints procedure. We will deal with your complaint and not ignore it. We will always listen to the point (s) raised as it may help us in the future improve the way we deliver to clients.

If you feel we have made a mistake or undertaken something which you found unsatisfactory, please let us know. You should do this even if you do not think your concern amounts to a 'complaint'.

How to complain:

1. We have a person appointed to deal with complaints and you should not hesitate to contact the director as shown below:

Julian Thorpe MRICS – 39 St James Crescent, Swansea, SA1 6DR - 07754 135733

2. Please note if your complaint is against the above-named Director, please contact an alternative Director, namely **Tomas Edwards** – 07928 198194
3. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.
4. Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will then be invited to make any comments that you may have in relation to this.
5. Within twenty-one days of the receipt of your written summary, the person dealing with your complaint will write to you, to inform you of the outcome of their investigation and to let you know what actions have been taken.
6. We aim to ensure all complaints are resolved via our internal complaints procedure outlined above, however if this is not possible or you wish to pursue the matter further then the following Alternative Dispute Resolution options are available:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry CV4 8JE
Tel: 0207 334 3806
Email: drs@rics.org