

Russet & Sage

TRADITIONAL AND HISTORIC BUILDING SURVEYING

Russet and Sage Ltd
Traditional and Historic Building Surveying
Company Registration Number: 14548007
12 The Square, Aynho, Northamptonshire, OX17 3BL | www.russetandsage.com

Complaints Handling Procedure

Russet and Sage Ltd is committed to providing a high standard of professional service. We recognise that a client may occasionally feel dissatisfied, and we take every complaint seriously. This Complaints Handling Procedure explains how a complaint can be made and how it will be dealt with.

Stage 1: Internal Complaint

If you have a complaint about our service, please raise it as soon as possible so that we can try to resolve the matter promptly and fairly. Complaints should be made in writing, by email or by post, to:

Tom Harris AssocRICS
Russet and Sage Ltd
12 The Square, Aynho, Northamptonshire, OX17 3BL
info@russetandsage.com

Please include:

- your name and contact details;
- the address of the property, if applicable;
- a clear description of your complaint and what you would like us to do to put it right.

We will acknowledge your complaint in writing within 7 days of receiving it. We will then investigate the matter and provide a full written response within 28 days of that acknowledgement. If the complaint is complex and requires more time, we will explain why and keep you informed of progress.

Our aim is to resolve complaints promptly, amicably and fairly.

Stage 2: Independent Redress

If you are not satisfied with our response at Stage 1, you may refer the complaint to an independent adjudicator. Russet and Sage Ltd has appointed the Centre for Effective Dispute Resolution (CEDR), which operates the independent redress scheme approved by the Royal Institution of Chartered Surveyors.

You may refer your complaint to CEDR once you have received our final written response, or if 8 weeks have passed since you first complained to us and the matter remains unresolved.

Details of the scheme and how to apply are at www.cedr-assist.com/consumer/rics. CEDR can also be contacted by email at surveyors@cedr.com or by telephone on 020 7536 6116.

The scheme is free to you. The adjudicator may award up to £25,000, including up to £1,000 for distress and inconvenience, and cases are normally completed within 90 days. The decision is binding on us if you accept it. It must be accepted or rejected in full, and if you reject it the decision has no effect and your legal rights are unaffected. CEDR's own scheme rules apply, including a time limit of 12 months for bringing a claim, and current details are available on its website.

We will co-operate fully with any investigation carried out by CEDR.

Concerns About Professional Conduct

CEDR deals with complaints about the service we have provided and can award redress. Concerns about professional conduct are handled separately by RICS Regulation, which does not award compensation but may consider whether the RICS Rules of Conduct have been met. Tom Harris AssocRICS (RICS Membership Number 0975477) is bound by the RICS Rules of Conduct in all professional activities. Further information is available at www.rics.org.

General

- Making a complaint will not affect any ongoing work, and it does not affect your legal rights.
- There is no charge to you for making a complaint under this procedure, at either stage.
- This procedure applies to all surveying and consultancy services provided by Russet and Sage Ltd.
- We keep a written record of every complaint received, how it was resolved, and any changes made to our procedures as a result.

Availability of this Procedure

This Complaints Handling Procedure is published at www.russetandsage.com and is referred to in our Terms of Engagement. A copy is available on request.