

## Complaints Handling Procedure

### Russet & Sage Ltd

Russet & Sage is committed to providing a high standard of professional service. We recognise that, on occasion, a client may feel dissatisfied and we take all complaints seriously. This Complaints Handling Procedure explains how complaints can be made and how they 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, either by email or post, to:

Thomas Harris  
Russet & Sage Ltd  
Email: [info@russetandsage.com](mailto:info@russetandsage.com)  
Address: 12 The Square, Aynho, OX17 3BL

Please include:

- Your name and contact details
- The property address (if applicable)
- A clear description of your complaint

We will acknowledge receipt of your complaint within 7 days of receiving it.

We will investigate the matter and provide a written response within 28 days of acknowledgement. If the complaint is complex and requires more time, we will keep you informed of progress and explain the reasons for any delay.

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 redress mechanism.

Russet & Sage Ltd has appointed the following Alternative Dispute Resolution (ADR) provider:

Centre for Effective Dispute Resolution (CEDR)

Website: <https://www.cedr.com>

Email: [info@cedr.com](mailto:info@cedr.com)

CEDR is an independent dispute resolution service approved by the Royal Institution of Chartered Surveyors (RICS).

You must refer your complaint to CEDR within 12 months of receiving our final written response at Stage 1.

We will cooperate fully with any investigation carried out by CEDR.

## Additional Information

- Making a complaint will not affect any ongoing work or your legal rights.
- There is no charge for making a complaint under this procedure.
- This procedure applies to all surveying and consultancy services provided by Russet & Sage Ltd.

## Availability of this Procedure

This Complaints Handling Procedure is available on request. A link to this procedure is also provided in our Terms of Engagement.

Russet and Sage Ltd  
Company registration number: 14548007  
Registered address: 12 The Square, Aynho, Northamptonshire, OX17 3BL