

# COMPLAINTS HANDLING PROCEDURE

Gardiner & Theobald LLP

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## 1. ROYAL INSTITUTE OF CHARTERED SURVEYORS (RICS)

Gardiner & Theobald LLP has “Regulated by RICS” status.

As a regulated firm, we comply with the RICS Rules of Conduct for Firms which requires firms to “operate a complaints handling procedure and maintain a complaints log”.

## 2. COMPLAINTS HANDLING PROCEDURE

The definition of a complaint is a clear expression of dissatisfaction in writing with the professional services of Gardiner & Theobald LLP.

### 2.1. Stage One

If a complaint is received, we will always take this very seriously. Whichever member of our team receives the complaint in writing will duly notify one or more of the following:

- the project Partner or
- the client Partner responsible for your affairs; or
- a Management Board Partner.

The notified Partner(s) will then refer the complaint to our Company Secretary and General Counsel for logging, formal investigation and resolution.

### 2.2. Stage Two

- If we have been unable to resolve your complaint, then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board.
- We have selected the following redress provider in respect of complaints received from our clients’ / client organisations:

NAME	ADDRESS	TELEPHONE	EMAIL
<b>Centre for Effective Dispute Resolution</b>	International Dispute Resolution Centre 70 Fleet Street London EC4Y 1EU	020 7536 6000	info@cedr.com

- We have selected the following redress provider in respect of other persons or organisations in a business capacity (business to business):

NAME	ADDRESS	TELEPHONE	EMAIL
<b>RICS Dispute Resolution Service</b>	RICS Dispute Resolution Service 12 Great George Street London SW1P 3AD	020 7334 3806	drs@rics.org

### 3. FURTHER QUESTIONS

If you have any questions in relation to this Complaints Handling Policy, please do not hesitate to contact us on: -

**Name:** Imelda Moffat  
**Position:** Company Secretary and General Counsel  
**Telephone:** 0207 209 3000  
**Address:** Gardiner & Theobald LLP  
 10 South Crescent  
 London WC1E 7BD

**GARDINER & THEOBALD LLP**

Independent Construction and Property Consultancy  
10 South Crescent, London, WC1E 7BD

[gardiner.com](http://gardiner.com)