

GARDINER & THEOBALD LLP

COMPLAINTS HANDLING PROCEDURE

June 2026

KEY INFORMATION

Issued by	Ethics & Compliance
Issued on	17.06.2026
Revision No.	5
Document Ref.	GTF3006
Review Frequency	Annual

CONTENTS

1. ROYAL INSTITUTE OF CHARTERED SURVEYORS (RICS)	3
2. COMPLAINTS HANDLING PROCEDURE	3
3. STAGE ONE	4
4. STAGE TWO.....	5
5. FURTHER QUESTIONS	6

1. ROYAL INSTITUTE OF CHARTERED SURVEYORS (RICS)

Gardiner & Theobald LLP (G&T) 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

Professional Services Complaint

The definition of a professional services complaint is a clear expression of dissatisfaction in writing, or by email, with the professional services of G&T.

Personal Data Complaint

The definition of a personal data complaint is a clear expression of dissatisfaction in writing, or by email, with the way in which we have handled your personal data.

Process

If an issue is received, we will always take this very seriously.

This Complaints Handling Procedure is a two-stage process.

There may be an escalation procedure within the appointment you hold with us, and in this instance, we would remind you to refer to this in the first instance.

3. STAGE ONE

If you have spoken to us about your complaint, please put the details in writing. We ask that you put all the information in writing to make sure that we have a full understanding of the reasons for your dissatisfaction.

Complaints should be made in writing to the relevant Partner (or your main point of contact) setting out details of the project, the basis of our appointment and the circumstances relating to your complaint.

Whichever member of our team receives the complaint in writing will duly notify:

- the project Partner or the client Partner responsible for your affairs; and
- a Management Board Partner; and
- in the event of a personal data complaint, also the Data Protection Officer.

The notified Partner(s) will then refer the complaint to our Group Legal Partner for logging, formal investigation and resolution. The Group Legal Partner will keep the Management Board Partner informed of the process.

Professional Services Complaints

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within seven days from receipt of the written complaint.

We will investigate and update you within 28 days from the expiry of the initial seven-day period (or 35 days from receipt of the letter of complaint).

If an extended timeline is required, then we will notify you and provide a justification for the additional time required.

Personal Data Complaints

We will confirm your identify and acknowledge your complaint as soon as possible, but not later than 28 days from receipt of the letter of complaint.

We will confirm the scope with you and investigate your complaint, keeping you updated if the investigation takes time. We will communicate the outcome of our investigation, and any actions taken, without undue delay.

We aim to resolve the complaint without undue delay, and within 3 months of our acknowledgement of the complaint.

If an extended timeline is required, then we will notify you and provide a justification for the additional time required.

4. STAGE TWO

Professional Services Complaint

If we have been 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 RICS Regulatory Board.

We have selected the following redress provider in respect of complaints received from our clients / client organisations:

NAME	ADDRESS	TELEPHONE	EMAIL
Centre for Effective Dispute Resolution	International Dispute Resolution Centre 70 Fleet Street London EC4Y 1EU	0207 536 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
RICS Dispute Resolution Service	RICS Dispute Resolution Service 12 Great George Street London SW1P 3AD	0207 334 3806	drs@rics.org

Personal Data Complaint

If you are not satisfied with our process, you have the right to escalate this externally to the UK Information Commissioner's Office (ICO).

NAME	ADDRESS	TELEPHONE	ONLINE COMPLAINT FORM
Information Commissioner's Office	Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF	0303 123 1113	ico.org.uk/make-a-complaint/

5. FURTHER QUESTIONS

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

Name: Katie Metcalf
Position: Quality Partner
Telephone: 0207 209 3000
Email: k.metcalf@gardiner.com
Address: Gardiner & Theobald LLP
10 South Crescent
London WC1E 7BD

GT GARDINER
&THEOBALD



GARDINER & THEOBALD LLP
10 South Crescent, London, WC1E 7BD
gardiner.com