

GARDINER & THEOBALD LLP

COMPLAINTS HANDLING PROCEDURE

January 2025

KEY INFORMATION

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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

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

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.

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.

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

4. STAGE TWO

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

5. FURTHER QUESTIONS

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

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