

Notes to staff

1. In the event that a complaint is received, the complainant should be treated politely and with consideration at all times.
2. Full details of the complaint should be noted, including time and place of occurrence and personnel involved.
3. In the event that the complaint relates to a third party contractor, speak with the third party immediately and note the response and or any offer to rectify.
4. Revert to complainant: ascertain if offer to correct is acceptable and if so arrange a mutually convenient appointment.
5. Diarise a follow up: arrange a surveyor site visit to check works as required.
6. In the event the complaint relates to a member of staff, refer to office manager or Director who should note full details, including time and place of occurrence and personnel involved.
7. This party should speak to the complainant to verify details and conclude by offering to investigate and revert. This should be done immediately.
8. The member of staff complained of should hand the case file / work sheet over to their manager who should consult and evaluate the complaint.
9. The complained of issue should be dealt with expeditiously to avoid and increased inconvenience to the client, who should be informed that the matter is being investigated.
10. Following the investigation the manager should report to a Director and they should then speak to the client to explain how the complaint has been dealt with, including any remedial or corrective works carried out.
11. In the event that the client is not satisfied, a Director of the Firm should contact and / or meet to discuss the issue.
12. In the event that the client remains dissatisfied, the Director should, having made careful note of the complaint and possible methods of resolution, including compensation if appropriate, state that they will write to the client setting out the professional bodies to whom the client might complain.
13. Ensure that they understand the process and are happy for the relevant body to deal with the matter and outline the range of possible outcomes.
14. Following this, the Director should inform the relevant professional body that they should expect to be contacted and offer to attend or submit reports for any subsequent meeting / hearing / assessment.
15. Professional indemnity insurers should be put on notice if necessary.
16. Please ensure that careful notes are be taken of all conversations and in keeping with normal practice and our insurers advice, no admissions of guilt/ responsibility should be made: the proper approach is to politely say that the matter will be referred to the relevant professional body whose advice / guidance / judgement should be sought and adhered to.
17. In respect of complaints against Hillgate Management or Officers of this company it should be noted that as a company regulated by the RICS such complaints would have to be within the following parameters:
 - Conflicts of interest;
 - Misuse of clients' money;
 - Failure to answer correspondence; or
 - A conviction of a criminal offence.
18. If a complaint of this nature arises the procedure should be as set out in the RICS help sheet attached.

Contact details

Hillgate Management

5-7 Hillgate Street, London W8 7SP

T 020 3905 3318 | E info@hillgatemanagement.com

www.hillgatemanagement.com

Complaints procedure

1. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Tim Stevenson at the address provided.
2. Once we have received your written complaint, Tim Stevenson will contact you in writing within seven* days. At this stage he will give you his understanding of your case. He will also invite you to make any further comments that you may have in relation to this.
3. Within twenty one days of receipt of your written summary, Tim Stevenson will write to you, to inform you of the outcome of his investigation into your complaint and to let you know what actions will be taken.
4. If you remain dissatisfied with any aspect of the internal handling of your complaint, then we can discuss whether we can agree to go to mediation according to either the Centre for Effective Dispute Resolution (CEDR) or the mediation process run by the Royal Institution of Chartered Surveyors.
5. If you are still unhappy with the result of any of the above, you can refer your complaint to the Surveyors' Arbitration Scheme if it falls within the scope of the Scheme. This Scheme is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services, 12 Bloomsbury Square, London WC1A 2LP from whom you can obtain details.

If you remain unhappy about the way in which your complaint is being handled you should contact the RICS Professional Conduct team who will ensure your complaint is dealt with correctly.

RICS Professional Conduct

PO Box 2291, Coventry, CV4 8ZJ

T: + 44 (0)870 333 1600

conduct@rics.org

RICS information:

Complaints procedure

Date	Details of complaint	Auth	Action taken