



## Complaints Handling Procedure (CHP)

### How Bringelly Ltd deals with your complaints

As a RICS Registered Firm, Bringelly Ltd has in place a Complaints Handling Procedure (CHP), which meets the regulatory requirements.

Our CHP has two stages:

Stage one of the CHP gives Bringelly Ltd the opportunity to review and consider your complaint in full. We will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two.

Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS in the event that the complaint is regarding the provision of Bringelly Ltd surveying services.\*

#### *Stage One*

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

Emma Gittus, Director

Bringelly Ltd.

16 Clifton Moor Business Village, James Nicholson Way, YORK

YO30 8GX

Tel: to be updated

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

Website: [www.bringelly.com](http://www.bringelly.com)

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

#### *Stage Two*

If we are 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 chosen to use the following redress providers:

#### **For Consumer Clients:**

Centre for Effective Dispute Resolution (CEDR)

100 St Paul's Churchyard, London,

EC4M 8BU

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

website: [cedr.com/consumer/rics](http://cedr.com/consumer/rics)





## For Business-to-Business clients:

Centre for Effective Dispute Resolution (CEDR)

100 St Paul's Churchyard, London,

EC4M 8BU

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

website: [cedr.com/consumer/rics](http://cedr.com/consumer/rics)

## What this complaints procedure covers

\*It should be noted that the Alternative Dispute Resolution providers, CEDR, will and can only cover matters relating to Bringelly's provision of surveying services. These are set out in the RICS's Royal Charter, extracted here for your benefit:

- (a) determining the value of all descriptions of landed and house property and of the various interests therein and advising on direct and indirect investment therein;
  - (b) managing and developing estates and other business concerned with the management of landed property;
  - (c) securing the optimal use of land and its associated resources to meet social and economic needs;
  - (d) surveying the fabric of buildings and their services and advising on their condition, maintenance, alteration, improvement and design;
  - (e) measuring and delineating the physical features of the Earth;
  - (f) managing, developing and surveying mineral property;
  - (g) determining the economic use of resources of the construction industry, and the financial appraisal, management and measurement of construction work;
  - (h) selling (whether by auction or otherwise) buying or letting, as an agent, real or personal property or any interest therein
- (extract taken from Royal Institution of Chartered Surveyor's Royal Charter, as updated in February 2020, Section 3).

For matters relating to non-surveying services, we will proceed with Stage One of our complaints handling procedure.

## Continuous Improvement & Customer Care

Bringelly Ltd is committed meeting professional standards in the execution of our services to our clients. As part of this commitment to giving you an excellent service, we want to ensure that we learn lessons to continuously improve.

We have an informal customer care process, where we request feedback from our customers when we have finished providing our services to you.

For complaints, we have instituted a complaints log using RICS best practice, from which we draw on the experiences where we have received complaints in order to do better in future.

This Complaints Handling Procedure will be reviewed on an annual basis.

**September 2023**

