

Vail Williams Complaints Handling Procedure

Many concerns can be resolved directly and in the first instance please get in touch with your usual contact as they are generally able to provide you with an immediate response to your satisfaction.

In the event of a complaint, Vail Williams LLP are members of the Royal Institution of Chartered Surveyors (RICS) and we operate a formal procedure to deal with complaints from clients and others. Details of this procedure are available from the Complaints Officer, Carole Thomas at cthomas@vailwilliams.com

Vail Williams LLP

Legal status:	A limited liability partnership registered in England & Wales.
Registered office and postal address:	Savannah House, 3 Ocean Way, Ocean Village, Southampton, SO14 3TJ
Email:	info@vailwilliams.com
Telephone:	+44 (0)238 082 0900
Public registers:	Details about the company registration can be viewed at www.companieshouse.gov.uk under company number OC319702.
VAT number:	107 8290 69
General terms & conditions:	A letter of engagement accompanied by our standard terms and conditions will be provided to the client at the commencement of any project to which they apply.
Applicable law:	Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
Insurance:	In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our professional indemnity insurance is arranged by Aon UK Limited, The Aon Centre, The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AN. The policy complies with the requirements of the RICS and the territorial and jurisdictional cover is worldwide except the United States of America or Canada, or territories under their jurisdiction, subject always to the full terms and conditions of the policy.

Complaints Handling Procedure

This overview, together with the flow chart on the final page, sets out our procedure to follow in dealing with complaints. A named individual has been appointed to deal with complaints as follows:

Carole Thomas
Complaints Officer
Vail Williams LLP
33 Cavendish Square
London
W1G 0PW
Tel: 0203 589 0050
Email: cthomas@vailwilliams.com

- a) Where the initial complaint is made verbally the complainant is requested to send a written summary of the complaint to Carole Thomas, Complaints Officer listed above. The Complaints Officer will acknowledge receipt of the written summary to the complainant within three working days of receipt and record the complaint on the central complaints log.
- b) Within five working days of receipt of the written summary, the Complaints Officer will write to the complainant summarising our understanding of the circumstances leading to the complaint. The complainant will be invited to make any comments that they may have in relation to our summary within five working days to the Complaints Officer.
- c) Within ten working days of receipt of the written summary, the Complaints Officer will write to the complainant to advise the outcome of the investigation and to advise what actions have been or will be taken.
- d) If the complainant is dissatisfied with any aspect of our handling of the complaint, they can take the following course of action:

If the complaint is made in relation to a **Residential Leasehold Property** by a consumer (PRS definition: the Consumer; freeholder, head leaseholder or residents' management company) the complainant can make an application to **The Property Redress Scheme (PRS)** by completing the form from their website link below <https://www.theprs.co.uk/Complaint>.

If the complaint is made in relation to **Commercial Property by an Individual** (RICS definition: the Consumer) the complainant can make an application to CEDR as follows:

Centre for Effective Dispute Resolution

International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU
United Kingdom

Tel: +44 (0)20 7536 6000

Fax: +44 (0)20 7536 6001

Email: info@cedr.com

If you have an urgent dispute resolution enquiry, then please contact the Solve team directly by emailing adr@cedr.com or via our switchboard on 020 7536 6060.

If the **complainant is a Business** and is dissatisfied with any aspect of the handling of the complaint, the complainant can refer the complaint to the RICS Dispute Resolution Service as follows:

RICS Dispute Resolution Service

55 Colmore Row

Birmingham

B3 2AA

Call: +44 (0) 20 7334 3806

Email: drs@rics.org

Web: www.rics.org

Our Offices and Regions:

Gatwick Region

Crawley

Unit 4 Peveril Court
6-8 London Road
Crawley, West Sussex
RH10 8JE
T: +44 (0)129 361 2600

Brighton

Projects
8-9 Ship Street
Brighton
East Sussex
BN1 1AD
T: +44 (0)129 361 2600

London Region

London

2nd Floor
33 Cavendish Square
Marylebone
London
W1G 0PW
T: +44 (0)203 589 0050

Midlands and North Region

Birmingham

Edmund House
12-22 Newhall Street
Birmingham
B3 3EF
T: +44 (0)121 654 1065

Leeds

Princes Exchange
Princes Square
Leeds
LS1 4HY
T: +44 (0)113 322 6246

South Coast Region

Southampton

Savannah House
3 Ocean Way
Ocean Village
Southampton
SO14 3TJ
T: +44 (0)238 082 0900

Portsmouth

Lakeside North Harbour
Western Road
Portsmouth
PO6 3EN
T: +44 (0)239 220 3200

Bournemouth

170 Magna Road
Bournemouth
Wimborne
BH21 3AP
T: +44 (0)120 255 8262

Surrey Region

Woking

One Crown Square
Woking
Surrey
GU21 6HR
T: +44 (0)148 344 6800

Thames Valley Region

Reading

550 Thames Valley
Park Drive
Reading
RG6 1PT
T: +44 (0)118 909 7400

Heathrow

450 Bath Road
West Drayton
Heathrow
UB7 0EB
T: +44 (0)208 564 8300

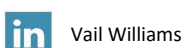
Our services:

- Building Consultancy
- Business Rates Consultancy
- Commercial Property Investment
- Lease Advisory
- LPA Receivership
- Marine and Leisure
- Occupier Advisory
- Property Acquisition and Disposal
- Property Asset Management
- Property Development Consultancy
- Property Planning Consultancy
- Property Valuation

Vail Williams LLP, a Limited Liability Partnership, registered in England (number OC319702). Registered office: Savannah House, 3 Ocean Way, Ocean Village, Southampton, SO14 3TJ. Any reference to a Partner means a Member of Vail Williams LLP or an employee or consultant with equivalent standing and qualifications. A full list of Members is open for inspection at the registered office.

Regulated by RICS

www.vailwilliams.com



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