

# **Complaints Handling Procedure**

## **Introduction**

As a regulated RICS firm, **Bespoke Building Surveys Ltd** has in place a Complaints Handling Procedure (CHP) that meets regulatory requirements. Our CHP consists of two stages. Stage One allows our firm to review and consider your complaint in full and try to resolve it to your satisfaction.

If you remain dissatisfied, stage two gives you the opportunity to escalate your complaint to an independent redress provider approved by the RICS.

A copy of this CHP is available on request. Reference to this procedure is also included in our terms and conditions of engagement.

## **Stage One – Internal Complaint Handling**

If you have a complaint, please submit it in writing to:

**Haseena Ismail (she/her)**

**Bespoke Building Surveys Ltd.**

**Room 808, 60 Crown House, North Circular Road, London, NW10 7PN**

**Tel: 020 8137 0540**

**Email: [admin@bb-surveys.co.uk](mailto:admin@bb-surveys.co.uk)**

Your complaint should include the following details:

- Your name and contact details.
- A clear description of your complaint and any supporting documents.
- What you expect as an outcome.

We will acknowledge receipt of your complaint in writing within **seven working days** and provide a full written response within **28 days** of receipt. If we need more time to investigate, we will inform you in writing.

If you are satisfied with our response, the complaint will be considered resolved. If not, you may proceed to Stage Two.

## **Stage Two – Independent Redress Provider**

If you remain dissatisfied with our final response, you can escalate your complaint to the Centre for Effective Dispute Resolution (CEDR), which is a RICS-approved redress provider. CEDR's services are free to consumers and can consider complaints with the exception of residential agency matters.

**For consumer complaints contact:**

Centre for Effective Dispute Resolution  
100 St Paul's Churchyard  
London, EC4M 8BU  
Tel: 020 7536 6000  
Email: [info@cedr.com](mailto:info@cedr.com)  
Website: [www.cedr.com](http://www.cedr.com)

CEDR will provide an independent review of the complaint and aim to reach a fair resolution.

**Staff Awareness and Implementation**

All staff, including administrative personnel, are made aware of our CHP and understand the process. If a complaint is received, they will direct it to the appropriate person within the company for resolution.

This Complaints Handling Procedure ensures that **Bespoke Building Surveys Ltd.** meets its regulatory obligations while providing a fair and transparent process for clients. If you require further information, please contact us using the details provided above.