Complaints Handling Procedure

Scope and Purpose

This company abides by the mandatory requirements of the Royal Institution of Chartered Surveyors (RICS) for handling any complaints

Policy Statement

This note sets out the procedure we will follow when dealing with a formal complaint:

- Where a complaint is made via the avisonyoung.co.uk website, this will be redirected to the Global Risk and Compliance Team (GRC Team) for initial review. Where appropriate the GRC Team will respond to the complainant in the timescales set out below. If necessary, the complaint should be escalated to the Legal Counsel by the GRC Team.
- Where a complaint is made via phone call to the Avison Young switchboard, this will be redirected to the Global Risk and Compliance Team (GRC Team) for initial review. Where appropriate the GRC Team will respond to the complainant in the timescales set out below. If necessary, the complaint should be escalated to the Legal Counsel by the GRC Team.
- Where a complaint is made in writing, the written summary, giving as much detail as possible regarding the circumstances should be sent to: Usha De Sousa, Legal Counsel, The Met, 24 Percy Street, London W1T 2BS.
- Once we have received a complaint, we will contact the complainant within seven days to inform them of our understanding of the circumstances leading to the complaint. The complainant will be invited to make any comments they may have in relation to this.
- Within twenty eight days of receipt of the written summary, the person dealing with the complaint will write to the complainant, in order to inform them of the outcome of the investigation and to let them know what actions have been or will be taken.
- If the complainant remains dissatisfied with any aspect of our handling of the complaint, then we will attempt to resolve this promptly through negotiations.
- If the complaint has still not been resolved to the complainant's satisfaction, we agree to the referral of the complaint to the Arbitration Procedure for Surveying Disputes (appropriate for Business to Business Complaints) or the Centre for Effective Dispute Resolution (appropriate for Consumer Complaints), unless the complaint relates to consumer-facing estate agency, property management or lettings, in which case we are Registered with the Property Redress Scheme. Further details of the appropriate Scheme can be supplied upon request.

For further information, please contact:

Usha De Sousa

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