

Harbour Property Consultants Limited
Wren House
68 London Road
St Albans
Herts
AL1 1NG

HARBOUR PROPERTY CONSULTANTS LIMITED

COMPLAINTS HANDLING PROCEDURE

The following procedure complies with the minimum standard laid down by the Royal Institution of Chartered Surveyors:

1. Harbour Property Consultants Limited is a firm regulated by the Royal Institution of Chartered Surveyors (RICS), Firm Registration number 872520. We are committed to providing a professional and high-quality service to all clients. If you are dissatisfied with any aspect of our service, we encourage you to tell us so that we can investigate and seek to resolve the matter promptly.
2. A person has been appointed in this office to deal with complaints. Details are set out below:

Tony Hodge BSc (Hons) FRICS
Harbour Property Consultants Limited
Wren House
68 London Road
St Albans
Herts
AL1 1NG
Tel: 07847 588 219
Email: tony.hodge@harbourpc.co.uk

3. Complaints may be made by email, post or telephone. Where a complaint is made verbally, we may request written confirmation of the issues raised.
4. Once we have received your written summary of the complaint, we will contact you within 5 working days to acknowledge your complaint and confirm the next steps in our complaints procedure. We may request any further information required to investigate the complaint.
5. Within 28 days of receipt of your complaint, we will inform you in writing of the outcome of the investigation into your complaint and let you know of any actions that have been or will be taken.
6. If you remain dissatisfied after completion of our internal complaints procedure, you may refer the matter to the Centre for Effective Dispute Resolution (CEDR), our independent Alternative Dispute Resolution (ADR) provider.

Centre for Effective Dispute Resolution (CEDR)
100 St Paul's Churchyard
London
EC4M 8BU
United Kingdom
Tel: 020 7536 6000
www.cedr.com

For disputes relating to professional or technical matters, and with agreement of both parties, the matter may be referred to the RICS Dispute Resolution Centre (DRS) for independent mediation, adjudication, or expert determination:

Website: www.rics.org/dispute-resolution-service
Email: drs@rics.org
Tel: +44 (0)24 7686 8555

7. If you believe the firm or an individual RICS member has breached the RICS Rules of Conduct, you may also contact RICS directly:

Royal Institution of Chartered Surveyors (RICS)
12 Great George Street
Parliament Square
London
SW1P 3AD
Website: www.rics.org

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