

Michael R Lee (Surveyors) Limited

**Complaints Handling Procedure for Business Clients
In accordance with the: Royal Institution of Chartered Surveyors
Professional Conduct: Rules of conduct and disciplinary procedures**

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. We have appointed Michael Lee to deal with your complaint. If you have questions or if you would like to make a complaint, please do not hesitate to contact him. His contact details are:

Michael R Lee BSc(Hons) MRICS
Director
Michael R Lee (Surveyors) Limited
163 Manygate Lane
Shepperton
Middlesex
TW17 9ER

Office: 020 3376 3032
Mobile: 07738 271826
Email: michael@michael-lee.co.uk
Web: www.michael-lee.co.uk

2. If you have initially made your complaint verbally, whether face to face or over the telephone, please also make it in writing, addressing your complaint to Michael Lee at the above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. **Stage One** of our complaints handling procedure will involve full consideration of your complaint by Michael Lee on behalf of the company. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Michael Lee's investigation into your complaint, the matter will conclude.
4. We will acknowledge receipt of your written complaint within 7 days of receipt.
5. We will consider your complaint as quickly as possible. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 28 days.
6. Michael Lee will write to you informing you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
7. If the complaint has been resolved to your satisfaction then this will conclude the complaint. However if this is not possible, then our complaints handling procedure will have been exhausted and your complaint will then be dealt with under the Second Stage.

8. **Second Stage:** If we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is the RICS Dispute Resolution Services whose details are as follows:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

Tel: 020 7334 3806

Fax: 020 7334 3802

Email drs@rics.org

Web www.rics.org

9. So that we may process your complaints form, please confirm your contact details (including your name, telephone number and email address) and the reason for your complaint. We will hold this information on our secure database in accordance with the Data Protection Act 1998 for as long as it is needed. Once the information and the complaints form is on our system, the paper copy of the form will be disposed of appropriately. This data will be available to staff members and only be disclosed to third parties under strict conditions, including but not limited to: times of emergency, conducting legal proceedings, providing data to a debt collection company and, when appropriate, to our client. For further information, our full Data Protection policy can be found on our website.

Complaint form

Your full name			
Your correspondence address			
Address of property dealt with			
Daytime telephone number			
Email address			
<i>If you have someone acting on your behalf (family, relative, solicitor etc.) please supply details</i>			
Name of representative			
State relationship to you			
Representative correspondence address			
Daytime telephone number			
Email address			
<i>Please advise the details relating to the complaint/incident</i>			
Date of incident		Time of incident	
Location of incident			
<i>Please provide details of your complaint stating names of known persons and attach copies of relevant letters or other correspondence</i>			
Details			
Signed	Date		

Complaint forms should be emailed to michael@michael-lee.co.uk or posted to Michael R Lee BSc (Hons) MRICS, Director, Michael R Lee (Surveyors) Ltd, 163 Manygate Lane, Shepperton Middlesex TW17 9ER by email to michael@michael-lee.co.uk