

## POLICY STATEMENT

# COMPLAINTS HANDLING

The Company aims to offer an efficient and effective service and we welcome suggestions on how this can be improved. Should there be any aspect of our service with which you are unhappy this will be addressed in accordance with our Complaints Handling Procedure (CHP) which encompasses the requirements set out by the Royal Institution of Chartered Surveyors.

- 1 Our staff are aware of this policy and will attempt to satisfy any expression of dissatisfaction at the earliest opportunity.
- 2 Where an expression of dissatisfaction is initially made orally and cannot be satisfied at source, it will be treated as a complaint and you will be asked to send a written summary of your complaint to our complaints handling officer:

Stephen Traub  
Complaints Handling Officer  
Colliers Belfast Limited  
25 Talbot Street  
Belfast  
BT1 2LD

Email: [stephen.traub@colliers.com](mailto:stephen.traub@colliers.com)

Telephone: +44 7501 483 043

- 3 Once we have received the written summary of the complaint, we will contact you within 5 working days to acknowledge the complaint.
- 4 The first stage of our complaints handling procedure will involve full consideration of your complaint by our Complaints Handling Officer on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of our Complaints Handling Officer's investigation into your complaint, the matter will conclude.
- 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, to inform you of the outcome of our investigations and let you know what actions have been or will be taken.
- 6 Once you have been informed of the outcome of our investigations and in the event that you remain dissatisfied with the handling of your complaint, you have the option of referring it directly to the appropriate independent (and, in the case of consumer complaints, free) alternative dispute resolution (ADR) mechanism we have adopted:

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**7 Business to Consumer Transactions (Customer Complaints) relating to Estate Agency, Lettings Agency and Property Management issues:**

Property Redress Scheme  
Premiere House  
1st Floor  
Elstree Way  
Borehamwood  
WD6 1JH  
Tel: 0333 321 9418  
E-mail: [info@theprs.co.uk](mailto:info@theprs.co.uk)  
Web: [www.theprs.co.uk](http://www.theprs.co.uk)

**8 Business to Consumer Transactions (Customer Complaints) relating to issues other than those set out above:**

CEDR  
The International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU  
Email: [info@cedr.com](mailto:info@cedr.com)  
Telephone: 020 7536 6116  
Website: [www.cedr.com](http://www.cedr.com)

**9 Business to Business Transactions (Contractual Disputes):**

CEDR  
The International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU  
Email: [info@cedr.com](mailto:info@cedr.com)  
Telephone: 020 7536 6060  
Website: [www.cedr.com/commercial](http://www.cedr.com/commercial)

Alternatively, please also consider using:

RICS Dispute Resolution Service  
55 Colmore Row  
Birmingham  
B3 2AA  
Email: [drs@rics.org](mailto:drs@rics.org)  
Telephone: 0207 334 3806  
Website: [www.rics.org/drs](http://www.rics.org/drs)