
COMPLAINTS HANDLING PROCEDURE

Our Commitment

Bramble & Wagg is committed to providing a high standard of professional service to all clients.

If at any time you feel dissatisfied with the service you have received, we encourage you to tell us. We take complaints seriously and will deal with them promptly, fairly, and in accordance with the requirements of the Royal Institution of Chartered Surveyors (RICS).

This procedure explains how we will handle your complaint.

What Constitutes a Complaint

A complaint is defined as:

'An expression of dissatisfaction, whether oral or written, and whether justified or not, from, or on behalf of, a client or potential client about the firm's provision of, or failure to provide, services.'

Stage 1: Internal Complaints Handling Procedure

How to Make a Complaint

Complaints should be made in writing and addressed to:

Nicola Zadrozny

Director

Address: Bramble & Wagg
14 Regent Street,
Nottingham,
NG1 5BQ

Email: nicola.zadrozny@brambleandwagg.co.uk

If you are unable to make your complaint in writing, we will accept it verbally and confirm the details with you in writing.

Acknowledgement

We will acknowledge your complaint within 7 calendar days of receipt.

Investigation

The complaint will be investigated by:

- The designated Complaints Handling Officer; or
- Where the complaint concerns that individual, another senior member of the firm or an appropriate independent party.

We will:

- Review the file and relevant documentation
- Speak with the individuals involved
- Consider whether our service met professional and regulatory standards

Response

We will provide a written response within 28 calendar days of receipt of the complaint.

If we are unable to provide a full response within this timeframe, we will inform you of the reason for the delay and provide a revised timescale.

Our response will set out:

- The outcome of our investigation
- Our conclusions
- Any remedial action proposed

Stage 2: Independent Redress

If you remain dissatisfied after receiving our Stage 1 response, you may refer the complaint to an independent redress provider.

As a firm regulated by RICS, we have appointed the following independent redress mechanisms:

Consumer Clients

If you are a consumer (a person acting outside your trade, business or profession), you may refer the complaint to:

The Property Ombudsman
Milford House
43–55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Website: www.tpos.co.uk

You must refer the complaint within 12 months of receiving our final written response.

Business-to-Business Complaints

For complaints from commercial clients or businesses, the independent redress mechanism is:

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU

Website: www.cedr.com

CEDR will determine whether the complaint falls within its jurisdiction.

Alternative Right to Refer to RICS

You may also refer concerns regarding professional conduct to:

Royal Institution of Chartered Surveyors

Please note that RICS does not provide compensation or act as a redress scheme but may take regulatory action if there has been a breach of professional standards.

Website: www.rics.org

Confidentiality and Records

All complaints will be handled confidentially and in accordance with our data protection obligations.

We will:

- Maintain a written record of all complaints received
- Retain documentation for regulatory compliance purposes
- Monitor complaints to improve service delivery

Continuous Improvement

Complaints are reviewed periodically to identify trends and implement improvements in our service delivery, procedures, and professional practice.