

## Complaints Handling Procedure

(Amended July 2019)

The Royal Institution of Chartered Surveyors requires all members who are sole principals, partners or directors of firms that offer surveying services to the public, to have a Complaints Handling Procedure meeting an agreed minimum standard.

Prime Construction Consultants Limited comply with this requirement and if you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Simon Lawes - Building Control Manager  
**Prime Construction Consultants Limited**  
27 Turkey Court  
Turkey Mill Business Park  
Ashford Road  
Maidstone  
Kent  
ME14 5PP  
Telephone No: 01622 692249

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact the named person below, who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.

Paul Weobley MRICS IMaPS  
**Prime Construction Consultants Limited**  
27 Turkey Court  
Turkey Mill Business Park  
Ashford Road  
Maidstone  
Kent  
ME14 5PP  
Telephone No: 01622 692249

6. For complaints in connection with Building Control you may take your complaint to:

The Registrar: CICAIR Limited  
**Construction Industry Council**  
26 Store Street  
London  
WC1E 7BT

Telephone No: 020 7399 7403  
E-Mail: [cicair@cic.org.uk](mailto:cicair@cic.org.uk)  
Web Site: [www.cicair.org.uk](http://www.cicair.org.uk)

7. For Business to Business Complaints we agree to the referral of your complaint to the Arbitration Procedure for Surveying Disputes. The contact details for the Arbitration Procedure for Surveying Disputes are:

**Arbitration Procedure for Surveying Disputes**  
Centre for Effective Dispute Resolution  
70 Fleet Street  
London  
EC4Y 1EU

Telephone No: 020 7536 6060  
Fax: 020 7536 6061  
E-Mail: [info@cedr.com](mailto:info@cedr.com)  
Web Site: [www.cedr.com](http://www.cedr.com)

8. If you have been through the internal complaints handling procedure you may still wish to bring your complaint to the attention of RICS so that it can investigate a particular aspect of a member's behaviour. Please note that RICS can only consider those matters falling within its code of conduct, for example:

- a delay in dealing with your affairs
- failure or a delay in replying to letters
- disclosure of confidential information
- failure to disclose a conflict of interest
- failure to look after your money
- failure to have a complaints procedure

You will need to provide full details of the complaint in writing, enclosing copies of relevant correspondence and confirming in your covering letter that RICS has your permission to forward the correspondence to the member concerned.

A Complaints Form is available for this purpose from:

[www.rics.org/uk/footer/contact-us/complaints/](http://www.rics.org/uk/footer/contact-us/complaints/)

**RICS Professional Conduct**  
Parliament Square  
London SW1P 3AD

Telephone No: 020 7686 8555  
[contactrics@rics.org](mailto:contactrics@rics.org)

RICS cannot comment on or investigate cases where the law provides a remedy. It cannot therefore assess or award compensation. If your complaint concerns professional negligence or breach of contract you should take the matter up with Prime Construction Consultants Limited ideally consulting a solicitor or the Citizens Advice Bureau.

RICS cannot investigate or comment on the conduct of anyone other than a member of RICS. However, a member may be responsible in certain circumstances for the actions of partners or employers who are not RICS members.